

REQUEST FOR PROPOSAL (RFP)

FOR

IVR Platform Implementation and Support for National Tele-Mental Health Initiative

E-Health Research Centre
International Institute of Information Technology Bangalore,
26/C, Electronics City Phase 1, Hosur Road,
Bengaluru, Karnataka – 560 100

This document is the property of the International Institute of Information Technology, Bangalore (IIITB). It may not be copied, distributed, or recorded on any medium, electronic or otherwise, without IIITB's written permission. Use of contents given in this document, even by the authorized personnel/agencies for any other purpose other than the purpose specified herein, is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian law.

Request for Proposal

THIS RFP DOCUMENT IS NOT TRANSFERABLE

Bidders are advised to study the RFP document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Incomplete or partial Bids shall be rejected. The Bidder must quote for all the items asked for in this RFP.

The Bidder shall bear all costs associated with the preparation and submission of the Bid, including cost of presentation and demonstration for the purposes of clarification of the Bid, if so desired by IITB. IITB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



Request for Proposal

Disclaimer

IITB reserves the right to alter/change/modify the procurement of any of the services, hardware, or software items of this RFP. Thus IITB, at its discretion, the IITB shall leverage the unit rates provided by the Bidder in case of an increase or decrease in any of the services, software, or hardware proposed by the Bidder throughout the tenure of the Contract.

IITB reserves the right to negotiate, change, modify or alter any/all the items, terms, and provisions of the RFP/agreement entered pursuant to the RFP and may request additional information if required from the Bidder during the contract period.

IITB also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party.

The Licenses and related products and services under this RFP should be applicable to all locations identified by IITB for the execution of the project.

The RFP document is not a recommendation, offer, or invitation to enter into a contract, agreement, or other arrangements in respect of the services.

Contents

1	Introduction & Objectives.....	10
1.1	Background and Context.....	10
1.2	About IITB.....	10
1.4	RFP Schedule and Details.....	10
1.5	Project Timelines.....	12
1.6	Availability of RFP document.....	12
2	Scope of Work.....	14
2.1	Detailed Scope of Work.....	14
2.2	Defining a central template solution for IVR and associated software.....	14
2.3	Implementation and roll-out for tele-mental health cells.....	15
2.4	Maintenance and enhancement of template solution.....	16
2.5	Maintenance and support services for tele-mental health cells.....	16
2.6	Expected Platform Features and Provisions.....	16
2.7	Expected Roll-out Plan.....	19
2.8	Expected Call Volumes.....	19
2.9	Expectations for First Release.....	19
2.10	Quality Checks and Monitoring.....	20
2.11	Monitoring and Reporting.....	20
2.12	Project Management.....	21
2.12.1	Project Governance.....	21
2.12.2	Steering Committee.....	21
2.12.3	Transition and Exit Management.....	22
3	Response Guidelines.....	22
3.1	Guidelines for RFP Technical Response.....	22
3.2	Guidelines for RFP Commercial Response.....	25
3.2.1	Commercial Model.....	25
3.2.2	Format for Commercial Bid.....	26
4	Evaluation Criteria and Process.....	26
4.1	Objective of the Evaluation Process.....	26
4.2	Stage 1 – Evaluation of Eligibility Criteria.....	27
4.3	Stage 2 – Evaluation of Technical Bid.....	28
4.3.1	Relevant Experience.....	29
4.3.2	Completeness of Solution Proposed.....	29
4.3.3	Proposed Support Methodology.....	30
4.3.4	Support for Innovation.....	30



Request for Proposal

4.3.5	Presentation of proposal.....	30
4.3.6	Reference Customer Feedbacks.....	30
4.4	Stage 3 - Commercial Bid Evaluation	31
5	Agreements and Agencies	32
6	Payments terms, Service Level Agreement and Penalties	33
6.1	Payment terms.....	33
6.2	Service Level Agreements.....	34
7	Instructions to Bidder	35
7.1	Two Bid System.....	35
7.1.1	ENVELOPE - I (Technical Bid).....	35
7.1.2	ENVELOPE - II (Commercial Bid).....	35
7.2	EMD.....	36
7.3	Content of the Bid	36
7.3.1	Eligibility Bid Documents	36
7.3.2	Technical Bid Documents.....	37
7.3.3	Commercial Bid Documents.....	37
7.4	Late Bids	37
7.5	Opening of Bids	37
7.6	Proposal Modification	38
7.7	Clarification of Bids	38
7.8	Result Notification	38
7.9	Cost of Responses	38
7.10	Precedence of Documents	39
7.11	No commitment to accept lowest or any Bid.....	39
7.12	Non-Transferable RFP	39
7.13	Soft Copy of RFP Document.....	39
7.14	Bid validity period	39
7.15	Addenda.....	39
7.16	Pre Bid meeting	39
7.17	Rejection of Bids	40
7.18	Amendment to Contract	40
7.19	Correspondence and Notices.....	40
7.20	Notification of Award	40
7.21	Signing of Contract.....	40
7.22	Clarification on Bids.....	41
8	Terms and Conditions	41
8.1	Amendment to Bid Document.....	41



Request for Proposal

8.2	Consortium.....	42
8.3	Conditional Bids.....	42
8.4	Submission of Bids	42
8.5	Performance Security.....	42
8.6	Pre-Bid Meeting.....	43
8.7	Payment Schedule	43
8.8	Currency of Payments	43
8.9	Delay in Bidder's Performance.....	43
8.10	Repeat Order	43
8.11	Other RFP Requirements.....	43
8.12	Contract Commitment	44
8.13	Completeness of the Project	44
8.14	Canvassing / Contacting	44
8.15	Indemnity.....	44
8.16	Inspection of records.....	44
8.17	Publicity.....	45
8.18	Solicitation of Employees	45
8.19	Penalties on Non Compliance of SLA.....	45
8.20	Liquidated Damages	46
8.21	Confidentiality	46
8.22	Force Majeure	47
8.23	Resolution of disputes.....	48
8.24	Waiver	49
8.25	Violation of terms	49
8.26	Termination for Default.....	49
8.27	Termination for Insolvency	49
8.28	Information Ownership.....	50
8.29	Sensitive Information	50
8.30	Technological Advancements	50
8.31	Governing Language	50
8.32	Applicable Law.....	50
8.33	Prices.....	50
8.34	Deduction.....	51
8.35	Taxes and Duties.....	51
8.36	No Claim Certificate.....	51
8.37	Rights reserved by IITB.....	51



Request for Proposal

8.38	Subcontracting	51
8.39	Rejection of Bids	51
9	Annexures	51
	Annexure 1: Pre Bid Query Format	52
	Annexure 2: Cover Letter	53
	Annexure 3: Confirmation of Eligibility Criteria	54
	Annexure 4: Undertaking for Data and Information Security	56
	Annexure 5: Technical Bid format.....	58
	Annexure 6: Statement of No Deviation from RFP Terms and Conditions	59
	Annexure 7: Bidder’s Past Experience	60
	Annexure 8: Commercial Compliance Certificate	61
	Annexure 9: Commercial Bid Form	62
	Annexure10: Format of Bank Guarantee	64
	Annexure 11: Authorization Letter to Attend - Bid Opening	66
	Annexure 12: Performa for Performance Bank Guarantee	67
	Annexure 13: Grievance Redressal Policy IITB.....	69
	Annexure 14: RFP Background and Program Overview	71

Request for Proposal

ACD	Automatic Call Distributor
IITB	International Institute of Information Technology, Bangalore
MOHFW	Ministry of Health and Family Welfare
GOI	Government of India
NIMHANS	National Institute of Mental Health and Neurosciences
DoT	Department of Telecommunications
MEITY	Ministry of Electronics and Information Technology
IVR	Interactive Voice Response
BG	Bank Guarantee
Bidder	The organization submitting the proposal who will have single point responsibility for execution of scope and deliverables as required by this Request for Proposal.
CD	Compact Disk
TMC	Tele-Mental Health Cell
EHR	Electronic Health Records
CTI	Computer Telephone Integration
DD	Demand Draft
DIT	Department of Information Technology
DOT	Department of Telecommunication
EMD	Earnest Money Deposit
EOD	End of Day
MHP	Mental Health Professional
FY	Financial Year
GRS	Grievance Redressal System
HO	Head Office
ISO	International Organization for Standardization
IT	Information Technology
ITD	Information Technology Department
MIS	Management Information System
OS	Operating System
PBG	Performance Bank Guarantee
PWMI	Persons With Mental Illness
PO	Purchase Order
PRI	Primary Rate Interface
PSU	Public Sector Undertaking
RFP	Request For Proposal
RO	Regional Office

Request for Proposal

SLA	Service Level Agreements
SRS	System Requirement Specification
UAT	User Acceptance Testing
UT	Union Territory



1 Introduction & Objectives

1.1 Background and Context

The National Tele Mental Health Programme was announced in the Union Budget 2022-23 with the objective “to better the access to quality mental health counselling and care services”. NIMHANS was identified as the nodal centre and International Institute of Information Technology-Bangalore (IIITB) is to provide technology support. This RFP is being issued by IIITB to solicit bids from competent vendors for an IVR platform that will provide the communication infrastructure for the tele-counselling services to be rolled out under this program.

1.2 About IIITB

The **International Institute of Information Technology Bangalore (IIITB)**, deemed to be a University, was established in 1998 with a vision to contribute to the IT world through education and research, entrepreneurship, and innovation. Intersecting technology and society, IIITB has grown in stature to become an institution of considerable repute with its unique model of education, research, and industry interaction. It works in partnership with the corporate sector while retaining the freedom of an academic institution. Inspired by other renowned institutions, it strives to emulate an academic culture that is on par with the best international institutions. The institute is a registered not-for-profit society supported jointly by the Government of Karnataka and the IT industry.

1.3 About E-health research centre

The E-Health Research Center (EHRC) @ IIIT-B is an interdisciplinary Research Center that spreads across all areas of research interests in the institute towards doing applied research in the use of Information & Communication Technologies (ICTs) to meet the healthcare needs of the under-served and marginal population groups in India and similar regions across the world, with an objective of improving affordability, accessibility and availability of technology solutions covering [medical] devices, [health] data, and delivery [platforms and models]. Current focus areas are mental health, malnutrition and disabilities.

1.4 RFP Schedule and Details

General Details	
RFP Number	Implementation and Support for an Interactive Voice Response (IVR) Platform /07.07.2022
Department Name	E-Health research centre, IIITB
Scope of Work	As mentioned in Section 2
Mode of RFP Submission	Offline
RFP Type	Open
Type of Contract	Services
Bidding Type	Indigenous
Base Currency	INR (₹)
Consortium	Not Allowed



Key Dates	
Document Download StartDate	27.07.2022. The document can be downloaded from IIITBwebsite's tele-MANAS tender page (URL: www.iiitb.ac.in/tele-manas)
Last Date and time for submission of Pre-Bid Queries	Pre bid queries must reach us on or before 10.08.2022 5:00PM through E-mail on ehrc-projects@iiitb.ac.in
Pre-bid Meeting	04-Aug-2022, Thursday, 2:00 PM IST
Clarification/Amendments if any	Will be published on IIITB website's tele-MANAS tender page
Last Date and Time for Bid Submission	18.08.2022 till 01:00 pm
Date and Time for Technical Bid Opening	18.08.2022 from 03:00 pm onwards
Declaration of Shortlisted Bidder's for Commercial Bid Opening	The list of eligible bidders will be published on IIITB website's tele-MANAS tender page
Date and Time for Commercial Bid Opening	The actual dates will be published on IIITB website's tele-MANAS tender page
Declaration of Successful Bidder	The result will be published on IIITB website's tele-MANAS tender page
Notification of Award and Issue of Purchase Order	Within six months from the date of declaration successful bidder
Bid Validity Period (in Days)	270 days
Documents to be submitted physically	Tender processing Fee (DD) Bank Guarantee for EMD Other documents supporting Eligibility Criteria, etc. as per RFP.
Mode of Document Fee Payment	Offline
Mode of EMD Payment	Offline
Payment Details	
Tender processing Fee (Non-refundable)	₹10,000
EMD Amount	₹5,00,000
EMD Payable to & at	As per RFP
Performance Bank Guarantee	10% of the Contract Value
Other Details	
Eligibility Criteria	As per RFP
General Terms and Conditions	As per RFP
Bid Submission Information	The bidders must fulfill the Eligibility criteria for being eligible to bid.
	The prospective bidders may email their queries and suggestions for any changes required to be made in



	the bid document through e-mail as per the dates mentioned above. The suggestions and queries shall be responded to in the pre-bid meeting as per the dates mentioned above and subsequent changes made based on the suggestions and clarifications as above shall be deemed to be part of the RFP document.
	No suggestions or queries shall be entertained after the last date for pre-bid queries specified above.
	The Demand Draft on account of tender processing fees should be drawn on Scheduled Commercial bank in favor of ' International Institute of Information Technology Bangalore ' along with physical copies of all the documents mentioned in the RFP in support of eligibility criteria etc. must be received at the following address before the date and time of submission of bid.
	<p>Contact details of IIITB: Prof TK Srikanth Head E-Health Research Center (EHRC), International Institute of Information Technology Bangalore (IIIT-B), 26/C Electronics City Phase 1, Off Hosur Road, Opposite Infosys Campus, Bangalore 560100, India. Ph: +91 80 4140 7777 Email : ehrc-projects@iiitb.ac.in</p>

1.5 Project Timelines

The Bidder is expected to start at the earliest and adhere to timelines outlined in subsequent sections of this RFP.

Notes:

- IIITB, at its discretion, shall have the right to alter the quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- The Bidder is required to provide a detailed strategy to IIITB to be able to meet the timelines; if the Bidder has a faster and more effective solution, the same may be discussed and agreed by IIITB.

1.6 Availability of RFP document

- RFP document containing conditions of pre-qualification, detailed requirement specifications including the terms and conditions shall be downloaded from Institute's website (URL: www.iiitb.ac.in/tele-manas)



- ii. Please note that the Institute shall not accept any liability for non-receipt of bid document(s) in time.

2 Scope of Work

This section contains scope of work related to the IVR platform and services for the Tele-MANAS initiative. IIITB envisages outsourcing the IVR platform and services to a suitable bidder, who will be responsible for customizing, implementing, operating and supporting the IVR platform for this initiative to facilitate end-to-end modelling and implementation of voice-based teleconsultation services across facilities, with suitable plug-ins for any other connected flows and functionalities. The term “IVR platform” has been used in this RFP document to collectively refer to the automated phone system technology and the associated software expected to be bundled by the vendor towards capturing the call related details.

All solutions and services provided should comply with norms of the Government of India.

2.1 Detailed Scope of Work

The selected vendor will be expected to offer a well-established and robust ready-to-use IVR platform with customization options for meeting the functional and non-functional requirements towards enabling voice-based teleconsultations as a part of the overall Tele-MANAS platform to be designed and rolled out for this initiative.

The finalized vendor will be expected to also perform the following high-level services as a part of this engagement:

- Defining a central solution for IVR platform (hereafter referred to as the "template solution") that can be easily customized for the requirements of individual states and UTs
- Maintenance and enhancement of template solution
- Implementation of customizations and roll-out for tele-mental health cells across all states and UTs
- Maintenance and support services for tele-mental health cells

These high-level scope items are detailed in the subsequent sub-sections.

2.2 Defining a central template solution for IVR and associated software

- a) The selected bidder will be expected to define a central, program-level, IVR based template solution for end-to-end modelling and implementation of voice-based teleconsultation services across tele-mental health cells, based on project’s centrally defined functional and non-functional requirements.

The template solution must include:

- i. Functionalities for receiving calls routed by national helpline number to each tele-mental health cell, facilitating helpline flows
- ii. IVR integrated screens and fields for recording of callers’ demographic details, case notes, clinical records, consent, and other details by tele-counsellors and MHPs as per program requirements
- iii. Routing of calls to dedicated and other tele-counsellors and MHPs over desktops, laptops and smart phones

Request for Proposal

- iv. IVR based call-back provisions for tele-counsellors and MHPs
- v. Storage, update and retrieval of aforementioned data and also meta-data related to calls using the IVR-software
- vi. Provision for state-wise segregation of all data in the data storage
- vii. Appropriate provisions for administration and configuration, user management, access control at program and individual tele-mental health cell level
- viii. Customizable dashboards for metrics, performance tracking, governance and policy-making at various levels of granularity namely program level, region or state level, tele-mental health cell level and individual level
- ix. Integration with ABDM framework towards fetching demographic details of callers or their relatives using ABHA Id
- x. Integration with Electronic Health Records system provided by IIITB,
- xi. Program level dashboards and portals
- xii. Providing appropriate plug-ins for connecting with Tele-MANAS web-portal, national, state or program level directory of healthcare establishments, healthcare practitioners and other point of contacts
- xiii. Providing suitable plug-ins for any other connected flows and functionalities

The basic list of features expected to be offered by IVR platform towards meeting the program objectives is outlined in section 2.6.

- b) The selected bidder will be expected to participate in discussions for requirement analysis with teams from NIMHANS, IIIT-Bangalore and other stakeholders, document the requirements, and incorporate the baselined requirements into the IVR platform and user screens

2.3 Implementation and roll-out for tele-mental health cells

The selected bidder will drive the extension of IVR template solution for each TMC across States and Union Territories covering:

- a) Implementation and roll-out of the IVR platform for each tele-mental health cell and providing any server or other hardware or software (other than desktop or laptops for users, internet connections, phones and UPS) needed at facility level towards functioning of the software solution
- b) Providing any state or union territory specific customizations needed in the IVR template solution
- c) Providing recommended specifications for the desktops, laptops or any other devices to be procured for usage by the teleconsultants and counsellors across tele-mental health cells and also recommend options for these devices using the GOI's e-Procurement GEM Portal (<https://gem.gov.in/>) towards facilitating quicker procurements
- d) Configuration and onboarding of various categories of users for each tele-mental health cell including tele-counsellors, mental health professionals, administrators and supervisors
- e) Providing training content, usage guidelines and conducting training sessions across roles -- in face-to-face as well as remote mode for distributed teams -- for facilitating usage and adoption of IVR platform

- f) Identifying point of contact(s) from the IVR roll-out team for supporting the end-users during the roll-out
- g) Providing warranty support for a duration of 6 (six) months for the platform/specific features from the date of roll-out of the feature/date of release/date of on-boarding of new TMC, resolving any technical glitches without any additional cost

Roll-out of the IVR platform across TMCs will be done in a staggered manner. Details on expected count of TMCs and timelines are specified in subsequent sections.

2.4 Maintenance and enhancement of template solution

The selected bidder will be expected to provide services for maintenance and enhancement of the template solution towards optimization of the IVR platform being used across tele-mental health cells covering:

- a) Participating in platform review and other meetings towards identifying new requirements
- b) Capturing learnings, observations, suggestions and feedbacks from stakeholders across teams and regions through various channels like meetings, discussions, e-mails, suggestion-boxes, reported issues, performance dashboards and reports etc.
- c) Analyzing and deliberating the learnings, observations, suggestions and feedback from tele-mental health cells to decide on inclusion into the central IVR template solution as against provisioning those for the region or individual tele-mental health cell
- d) Doing enhancements towards incorporating new requirements for the program
- e) Enhancing and optimizing the IVR platform (including the flows, screens, fields and other features) based on learnings, observations, suggestions and feedback from user communities and other stakeholders across teams and regions
- f) Performing bug-fixes, maintenance and support of the template solution
- g) Creating and updating documentation and media content for training and enablement of all IVR platform users on a regular basis

2.5 Maintenance and support services for tele-mental health cells

The selected bidder will be expected to provide maintenance and support services to individual tele-mental health cells comprising but not limited to:

- a) Providing 24X7 support to IVR platform end-users across all tele-mental health facilities including telephonic support, investigating reported technical issues related to IVR platform, troubleshooting, bug-fixes etc.
- b) Rolling out the template solution enhancements to the TMCs
- c) Providing appropriate channels - in form of dedicated support number, point of contacts, e-mail ids, other means – for end-users to reach out the support team as and when needed
- d) Providing quick resolutions and bug-fixes for issues reported by end users towards ensuring uninterrupted IVR based services
- e) Defining, tracking and reporting SLAs and metrics for support for individual cells, and at state/union territory and program level

2.6 Expected Platform Features and Provisions

Request for Proposal

The IVR platform is expected to include and offer the latest trends in this technology space towards meeting the requirements of this initiative and provide value adds towards improving productivity, outcomes and impact.

- i) Call Routing:
 - a. Allow calls to be automatically routed to tele-counsellors within the TMC as well as outside depending on chosen IVR menu options and tele-counsellor availability
 - b. Facilitate easy one-click call transfer mechanism based on availability of other counsellors, and include transfer of screens with call details as well
 - c. Handle high call volumes efficiently without any system induced delay
 - d. Built-in facilities for smart Automatic Call Distributor (ACD)
 - e. Support for other standard features like hold, retrieve-hold, conference, transfer, barge-in etc.
 - f. Internal chat option to enable real-time collaboration between support reps and departments
 - g. Provision for call-parking to enable teleconsultants to pick up the call as soon as they become available
 - h. Voicemail provision for Teleconsultants for leaving a recording for the agent, if the agent is busy
- ii) Call Waiting:
 - a. Provision to inform callers of queue length or waiting time
 - b. Support relaying of the information and awareness messages to voice callers waiting in queues or on hold
 - c. Customizable hold music with flexibility to insert recorded messages
- iii) Language support:
 - a. Setting up language options in IVR menu for callers to choose, with separate set of languages for each TMC
 - b. Transferring the calls to appropriate T1 counsellors based on language chosen by callers
 - c. Setting up default language option for each TMC to be used for communicating IVR menu and default routing of calls
- iv) Identity Management and Privacy:
 - a. Virtualizing the identity of callers by creating and using virtual-ids for callers, hiding the CLI/phone number
 - b. Providing a mechanism for differentiating between PWMI for cases where social workers and health workers shall be making calls for multiple PWMI from the same phone number
 - c. Integration of IVR platform with national ABDM framework for getting demographic information of patients in cases where callers provide the ABHA-id of PWMI
 - d. Restricting the access to personal identifiable information of callers and PWMI from the tele-counsellors beyond first time recording of caller details, except for when specifically needed for delivery of any services
- v) Device Compatibility:
 - a. IVR platform should be able to provision routing of calls to user devices including desktops, laptops, smart phones, tablet devices
 - b. Platform should provide configurable option for restricting the IVR usage only over desktops or laptops in a dedicated space and network, if required for any specific TMC
- vi) Facilitating 2-way Communication with Callers:
 - a. Provision for sending SMSs to callers based on automated, scheduled and manual triggers from

Request for Proposal

- the IVR platform, with call-id, call-details and any other useful information as needed
- b. Provision for SMS to be sent to caller's mobile number displaying the call-id. However, controls for turning this feature on or off should be available at program/TMC/agent levels
- c. Provision for call-back to callers using the IVR platform based on schedule and any other configurable logic
- d. Automated call-back for call-drops in case of disconnections
- e. Fast dialing mode for Call-backs through IVR platform
- vii) Interoperability:
 - a. Allowing users to transfer calls from one TMC to another
 - b. Allowing users to route calls to other helplines outside the Tele-MANAS initiative
- viii) Scheduling Features:
 - a. Call-back scheduling with reminders and notifications for users
 - b. Sending scheduled messages to callers and other care-providers
- ix) Handling repeat calls:
 - a. Maintaining case history for callers and PWMIs, and making case history automatically available to tele-counsellors/MHPs in case of repeat calls from same phone number
 - b. Intelligent routing, skipping IVR menu options as feasible and routing to the same tele-counsellors/MHPs who had handled the call last time, based on availability
- x) Network and Data Security:
 - a. Provision for restricting the IVR platform access at network or machine level if needed
 - b. Encryption of sensitive data in storage and during transmission
 - c. Compliance with security protocols as per GOI guidelines, OWASP web-security guidelines and data privacy guidelines
- xi) Administration and User Management:
 - a. Provide an easy to configure system that enables the users to update and manage the IVR tree for each TMC
 - b. Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
 - c. Agent status viewer to let the managers and teleconsultants see the current availability status of other teleconsultants
 - d. Provision for Call Monitoring for designated third-party to listen, supervise, train
- xii) Call history and data:
 - a. Well maintained call history with associated meta-data, in an easy to retrieve and use format
 - b. Option for recording and storage of audio calls
 - c. Data archives for maintaining all historical call records and recordings for durations as per standards, guidelines and mandates. The call data from the tapes/voice logger should be archived based on mutually agreed frequency. The archived data should support easy retrieval. These records shall be retained at least 45 days. IIITB might require the records to be kept for a longer period of time. Commercial for the same shall be included by the bidder as part of the proposal.
- xiii) Environment and Infrastructure:
 - a. Flexibility for hosting IVR platform in a cloud infrastructure of a 3rd party cloud service provider authorized for this project (if required) and with suitable access to be provisioned for IVR vendor by IIITB
 - b. Ensuring all data is retained and backed up strictly inside the cloud-based infrastructure

Request for Proposal

- provisioned for the initiative, without making any other copies in any other infrastructure or medium
- c. Hosting IVR platform in a staging environment for acceptance testing and validations, where suitable access will be provisioned for IVR vendor by IIITB
 - d. Robust deployment architecture towards minimizing any planned or unplanned down-times
- xiv) Platform Enhancement and Service Optimization:
- a. Provision for analytics of call abandonments, wait times, number of hops, time taken for IVR menu selections etc. towards improvement of caller services and experience
 - b. Capability to enable/disable feedback capture by the caller at the end of the call. Users with relevant access should be able to view analytics dashboard based on feedback received
- xv) Other features:
- a. Priority call alerts towards flagging calls from specific numbers for higher prioritization
 - b. Call blocking towards facilitating black-listing and blocking of spam/fake/junk callers
 - c. The IVR system should have a rich API ecosystem with relevant documentation, which allows it to be integrated with other systems as may be required in future

2.7 Expected Roll-out Plan

The indicative IVR platform roll-out plan expected for the program is as follows:

- By 10-Oct-2022: up to 15 TMCs across states/UTs
- In 12 months' duration: 51 TMCs

Expectations for the first release (on 10-Oct-2022) are defined in Section 2.9. More details about the indicative state-wise distribution of TMCs are specified in Annexure 14 ("RFP Background and Program Overview").

2.8 Expected Call Volumes

Following is the expected count of calls to be handled by each TMC:

- 41 Category 1 TMCs, each expected to handle up to 800 calls per day
- 10 Category 2 TMCs, each expected to handle up to 400 calls per day
- IVR Platform must be able to support twice the above volume of calls
- Approximately 25% of incoming calls could trigger outbound calls

2.9 Expectations for First Release

Below are the key requirements for the first release of the platform, towards facilitating inaugural launch of the initiative at national level:

- Target National Release Date: **10th October '22**
- Count of TMCs expected to be on-boarded for usage of IVR platform: up to 15
Note that the platform should be technically capable of onboarding all the 51 TMCs, though for logistical reasons, an identified smaller set of up to 15 TMCs are likely to be on boarded for this release.
- Platform functionality expectations:
 - i. The IVR platform should be connected with national helpline number to handle the calls routed to the IVR platform
 - ii. Callers will be presented with a choice of languages based on the state/circle of origin

Request for Proposal

- of the call,
- iii. Call to be routed to a TMC in that state
 - iv. Access for IVR platform should be provisioned for T1 Counsellors and T2 MHPs for the on-boarded TMCs
 - v. Platform should support routing and forwarding of calls by T1 Counsellors to T2 MHPs at dedicated TMC facilities
 - vi. Call-data entered by Counsellors and MHPs should be saved in IVR platform's database
 - vii. IVR platform should support end-to-end basic call-handling flow

Other features and provisions listed in the above sub-sections are to be included in the IVR platform in the subsequent phases.

2.10 Quality Checks and Monitoring

- i. To ensure Service Quality, IITB or its other authorized program stakeholders, at its discretion, may conduct regular as well as random audits in in-person or remote mode
- ii. Bidder to prove access to personnel designated by IITB for doing UAT or any other validations for the changes being implemented before roll-outs
- iii. IITB may do a random sample survey of calls on Call Quality as well as be involved in calls without prior notification on a day-to-day basis. For this purpose, appropriate administration level permissions will need to be provisioned for IITB personnel to access relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc.)
- iv. Bidder to monitor and generate reports including those required for cross-verification of SLAs and related payments
- v. Additionally, it should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system i.e. platform up-time, real time ACD statistics, calls in queue, number of users logged in, number of abandoned answered calls, query of the call logs of a particular caller etc. by designated TMC Coordinator.

2.11 Monitoring and Reporting

- i. Suitable reporting software should be available to generate standard report formats to measure/verify various SLAs, for monitoring the performance of platform, users and TMCs. Bidder has to provide a portal for report viewing by the IITB or its designated vendors or agencies.
- ii. Reports should also be available in common format like Excel, PDF, Word, etc. & should be configurable to be mailed to a defined mailing list.
- iii. The successful bidder shall also assist IITB in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements.
- iv. The Bidder and IITB will mutually agree on the format of the reports to be submitted by the Bidder to IITB, NIMHANS and government agencies, state or central. If IITB requests the Bidder to provide customized reports, the Bidder will provide customized reports at no cost to IITB. The following reports, but not limited to, must be provided by the Bidder:
 - Reports based on time period/ location wise/ office wise

Request for Proposal

- Type of caller requests/queries/ailments/analysis location wise
- Repeat calls analysis
- Call waiting time
- Disposal rate through IVR at TMC level and program level
- Lost calls/ unanswered calls
- System/position log on off or breakdowns
- Call time (Average Talk Time/Hold Time/Handle Time)
- Hourly call details
- Complaints pending for more than a defined time period
- Calls Handled
- Abandoned Call Rate
- Delay Before Abandon (Average/ Longest)
- Staffing related Report
- Other monthly MIS, SLA reports, number of counsellors and MHPs logged in at TMC/region/program level, language wise, etc.
- Any other periodic/automated/one-time reports as requested by IITB during the course of engagement

2.12 Project Management

2.12.1 Project Governance

Bidder shall be expected to propose the Governance structure as part of response to the RFP which would be further discussed and finalized mutually between selected bidder and IITB team at the time of on-boarding. However, some of the key requirements for governance of this project are mentioned as follows.

2.12.2 Steering Committee

- i. The Bidder shall participate in periodic Steering Committee meetings and update the Steering Committee on Project progress, Risk parameters (if any), Resource requirements, immediate next project steps, and any obstacles in project.
- ii. All relevant records of proceedings of the Steering Committee should be maintained and shared with the Steering Committee and Project Management Office.
- iii. The bidder should also plan for participation in Steering Committee meetings and any other important meetings in in-person mode - as and when required and feasible
- iv. Other than the planned meetings, IITB may call for a Steering Committee meeting with prior notice to the Bidder.

Request for Proposal

- v. The Steering Committee will consist of stakeholders from IIITB, members from other committees for the program, its nominated agencies (if required) & stakeholders from Bidder.

2.12.3 Transition and Exit Management

- i. At the end of the contract period or during the contract period, if any other agency is identified or selected for providing services related to Bidder's scope of work, the bidder needs to ensure a smooth transition to new agency/vendor
- ii. All risks during transition stage shall be properly documented by Bidder and mitigation measures shall be planned in advance so as to ensure smooth transition without any service disruption.
- iii. The transition plan along with period shall be mutually agreed between Bidder and IIITB and/or its designated agency when the situation occurs. Bidder shall be released from the project once successful transition is done meeting the parameters defined for successful transition.

3 Response Guidelines

This section contains guidelines to be followed by the bidder for the Technical and Commercial responses to this RFP

3.1 Guidelines for RFP Technical Response

The response must include the following:

1. **Proposed Technical Solution:** This section must include the following besides any other details:
 - a. Details of bidder's proposed technical solution addressing the scope of work defined under the Section 2 of the "Tele-MANAS IVR Platform RFP" document, and should be in line with the initiative, platform and flow details outlined in Annexure 14 ("RFP Background and Program Overview"). This should also be supported with appropriate solution architecture diagram(s) and flow diagram(s) covering all steps of the end-to-end flow of calls towards ensuring the solution comprehensively covers all aspects of requirements.
 - b. Response to each of the features outlined in Section 2.6 ("Expected Platform Features and Provisions"). The responses must explicitly and distinctly address each of the points and sub-points under this section and its sub-sections. Any non-availability of any of those features and provisions needs to be mentioned explicitly. Any omissions in this regard may be considered as incompleteness of the response, and may lead to disqualifications
 - c. Details on the parameters for evaluating the performance of the platform including parameters like count of concurrent calls, capacity of the IVR platform (assuming 100% tele-counsellor availability), time taken for call to get transferred to Tele-counsellor's desk after IVR menu selection by Caller, time-taken for fast-dial call backs, time taken for displaying availability of other counsellors
 - d. Details on Cloud Infrastructure service provider covering name of organization, assuming proposed IVR solution's Cloud Infrastructure is included in the proposed technical solution and proposed commercials. It should be noted that since the platform will be used for health services, all servers and data must be hosted in India using a MEITY empaneled Cloud Service Provider and the bidder must adhere to relevant security and privacy guidelines. Considering

Request for Proposal

the fact that the services shall be related to mental healthcare, additional data privacy related aspects may need to be taken into design considerations.

- e. Specific details on
 - i. Proposed approach for handling the IVR language menu options depending on the region of the caller which shall vary from across states
 - ii. IVR platform’s support for IP phones and “soft phones”
 - iii. Availability or non-availability of VNO license with the bidder
 - iv. IVR platform’s support for PSTN-PSTN and PSTN-IP call connections
 - v. Count of PRI lines expected to be acquired for the coverage of TMCs and T1 and T2 users across states and UTs

2. Proposed Execution Approach: This should comprise of

- a. Details of bidder’s proposed approach for delivering of services outlined in the “Scope of Work” (Section 2) of the “Tele-MANAS IVR Platform RFP” document. This approach should cover details on proposed execution plan and timelines, team structure, processes, quality assurance plan, monitoring and reporting, governance mechanism etc. from bidder’s end. Additionally, for the maintenance and support services it should also cover details on proposed SLAs, penalties, staffing plan, approach for coordination with states, and any other relevant details.
- b. Response should list down all the services proposed to be provided by the bidder, confirming on each of the points and sub-points listed under Sections 2.2 to Section 2.5 namely defining a central template solution for IVR platform, maintenance and enhancement of template solution, Implementation and roll-out for tele-mental health cells and maintenance and support services for tele-mental health cells. Bidder may add any other relevant services proposed to be provided by them outside this list under the heading “Other Services”
- c. The bidder should include a list of all software and other components to be provided or used as a part of their proposed IVR platform in the table below:

Ser	Name of Component	Description including Manufacturer/Provider of component	Count/Specifications/ Remarks

3. Technical Solution Scope Coverage: Response must include the below Technical Solution Scope table with the last column updated by the bidder for each of the rows, as per guidance and remarks provided

Ser	Solution Component	IITB Guidance/ Remarks	Bidder Response

Request for Proposal

1	Toll Free Number for the National Helpline	Expected to be provided by Bidder, if applicable for Bidder's proposed solution. Bidder to update as "Included in Cost", "Not to be provided by Bidder" or "Not Required"	Bidder to update
2	Short Code for the National Helpline Number and its mapping to the Toll-Free Number	To be provided by IITB in coordination with Ministry/other government agencies	Not Applicable
3	PRI Lines needed for call routing to TMCs	Expected to be provided by Bidder, if applicable for Bidder's proposed solution. Bidder to update as "Included in Cost", "Not to be provided by Bidder" or "Not Required"	Bidder to update
4	Acquiring phone numbers and connections, and mapping those to seats across TMCs	Expected to be provided by Bidder, if applicable for Bidder's proposed solution. Bidder to update as "Included in Cost", "Not to be provided by Bidder" or "Not Required"	Bidder to update
5	Internet/Broadband Connectivity at TMCs	To be provisioned by respective State Government teams based on recommendations. Recommended specifications for internet connection at TMCs, along with justification for recommendation	Bidder to update
6	TMC Physical Infrastructure (Office space) for TMC operations, manpower (Counsellors, MH Professionals)	To be provided by respective State Government teams	Not Applicable
7	Desktops/Laptops and Headsets for Tele-counsellors	To be provisioned by respective State Government teams based on recommendations. Bidder to provide recommended specifications for the devices	Bidder to update
8	IP Phones or any other phone-sets	It is expected that these may or may not be needed, or may be needed optionally. To be provisioned by respective State	Bidder to update

Request for Proposal

		Government teams based on recommendations. Bidder to update as “Mandatorily Needed”, “Optionally Needed” or “Not Needed” along with recommended specifications for the devices if applicable	
9	Cloud Infrastructure for IVR platform’s contact center module (for recording of details by tele-counsellors) for production and staging environments, and for archiving and back-ups	Expected to be provided by Bidder, if applicable for Bidder's proposed solution. Bidder to update as “Included in Cost”, “Not to be provided by Bidder” or “Not Required”. In case of “Not “Required” Bidder must provide justification. In case of “Not to be provided by Bidder”, detailed cloud infrastructure specifications need to be provided by the bidder.	Bidder to update
10	Cloud Infrastructure for IVR platform’s telephony module for production and staging environments, and for archiving and back-ups	Expected to be provided by Bidder, if applicable for Bidder's proposed solution. Bidder to update as “Included in Cost”, “Not to be provided by Bidder” or “Not Required”, with justification in case of “Not “Required”	Bidder to update

- Towards facilitating quicker roll-outs, easier maintainability and higher reliability, it is recommended to minimize hardware requirements at the TMCs. Example of this may include avoiding any separate servers or special equipment for enabling IVR functionality at the TMC.
- For any of the items above that is required for the proposed solution, but where the item is marked as “Not to be provided by Bidder”, the Bidder should provide recommended specifications for the relevant hardware/software/s
- Any component (service/ hardware/software) that is not explicitly mentioned in the table above is to be provided by the successful bidder if required for completing the objective of the RFP.

3.2 Guidelines for RFP Commercial Response

3.2.1 Commercial Model

Below are the details regarding the commercial model expected for the services to be provided by the selected Bidder across various categories of services:

Ser	Service Category	Commercial Model
1	Defining a central template solution for IVR platform	Fixed Price
2	Maintenance and enhancement of template solution	Fixed Price
3	Implementation and roll-out for tele-mental health cells	Fixed Price per TMC
4	Maintenance and support services for tele-mental health cells	Fixed Price per TMC (for Category 1 and Category 2)
5	License fees, if applicable	Defined by Bidder
6	Telephony charges	Defined by Bidder

The payment terms are outlined in Section 6.1.

3.2.2 Format for Commercial Bid

The bidder must use the format provided in Annexure-9 for sharing proposed commercials which is expected to be used for evaluation of the commercial bid.

4 Evaluation Criteria and Process

4.1 Objective of the Evaluation Process

The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution at a competitive price. The evaluation will be undertaken by IITB. IITB may consider recommendations made by external experts/consultants and the MoHFW. The decision of IITB shall be final.

IITB will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the required format.

IITB may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

A Quality Cost Based System (QCBS) will be used to evaluate bids. The bids shall be evaluated in the following stages:

- Stage 1 – Eligibility Criteria
- Stage 2 – Technical Bid
- Stage 3 – Commercial Bid

Bidders who qualify in the Eligibility Criteria will be considered for Stage 2 evaluation. Of these, Bidders who meet the minimum qualifying score for the Technical Bid Evaluation will be considered for Stage 3. An overall QCBS score will be computed for Bidders who qualify for Stage 3, and the successful Bidder

Request for Proposal

will be selected based on the ranking of QCBS scores.

4.2 Stage 1 – Evaluation of Eligibility Criteria

IIITB will evaluate the Bidders on each criterion separately and satisfy itself beyond doubt on the Bidder’s ability / position to meet the criteria. Those Bidders who qualify on ALL the criteria will only be considered as “Qualified under Stage 1” of evaluation and will be considered for evaluation under Stage 2.

Those Bidders who do not qualify at this Stage 1 will not be considered for any further processing. IIITB, therefore, requests that only those Bidders who are sure of meeting all the eligibility criteria, respond to this RFP process.

Evaluation of eligibility criteria will be as per the information/ response provided by the bidder and the supporting documents as mentioned below.

Only those bidders who fulfil the criteria mentioned in the table below are eligible for technical evaluation. Offers received from the bidders who do not fulfil all of the following eligibility criteria are liable to be rejected.

Ser	Eligibility Criteria Requirements	Supporting documents required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation
2	The Bidder/Group Company/ Subsidiary/ Parental Company should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation
3	The Bidder/Group Company/ Subsidiary/ Parental Company should be profitable in two out of last three financial years (2019-20, 2020-21, and 2021-22)	Audited Financial Statements for 2019-20, 2020-21, and 2021-22 (Or) Certificate from the chartered accountant
4	The Bidder/Group Company/ Subsidiary/ Parental Company should have a minimum turnover of Rs.40 crores per annum in two of the last three financial years	Audited Financial Statements for the financial years 2019-20, 2020-21, and 2021-22 (Or) Certificate from the chartered accountant
5	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder
6	The Bidder/Group Company/ Subsidiary/ Parental Company must have registered itself with Department of Telecommunication (DoT)/ TRAI.	Copy of DOT/ TRAI certificate for the proposed services

Request for Proposal

7	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company should be currently in use for Call Center/BPO/Helpline or equivalent setups in India region with an aggregate user count of at least 1000 agents as on date of RFP.	Self-Declaration certified by authorized signatory of the bidder
8	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company must be deployed and used for at least one of the Helpline/BPO/Call Center or equivalent setups in the government sector with atleast 50 agents	Self-Declaration certified by authorized signatory of the bidder
9	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company must be deployed and used for at least one multi-site Helpline/BPO/Call Center setup with at least 3 sites in different states/UTs	Self-Declaration certified by authorized signatory of the bidder
10	The Bidder should have obtained ISO 9001 and ISO 27001 certifications	Copies of the certificates
11	Bidder should provide an undertaking for providing adequate data and information security	Annexure 04 – Undertaking for Data and Information and Security

Note:

- Bidders need to ensure compliance to all the eligibility criteria points
- The decision of the IIITB shall be final and binding in this regard
- The Bidders meeting the eligibility criteria will be shortlisted for the Phase 2 – Technical Proposal Evaluation

4.3 Stage 2 – Evaluation of Technical Bid

- This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section
- The evaluation methodology is further broken down into sub areas as under

Ser	Evaluation Criteria	Description	Maximum Marks	Minimum Passing Marks
1	Relevant Experience	Evaluation of credentials and case studies in India in terms of scale, spread, complexity and volumes	20	12
2	Completeness of Solution Proposed	Evaluation of proposed solution and services towards meeting the project requirements	30	18

Request for Proposal

3	Proposed Support Methodology	Evaluation of capabilities and proposed process, SLAs and plan for supporting distributed TMCs in 24X7 mode	15	9
4	Support for Innovation	Technology support for provisioning innovative features and solutions towards more impactful outcomes	10	6
5	Reference Customer Feedback	Formal feedback on IVR platform and vendor from reference customers	10	12
6	Presentation of proposal and solution walkthrough IITB	Presentation of proposal to IITB to gauge their understanding of expectations and walkthrough/demo of product capabilities of the IVR platform and delivery of services	15	9
	Total		100	
	Passing Mark	Minimum total marks to qualify for next stage	65	

Any critical non-compliance/deviations may lead to disqualification of the Bidder. The scores will be evaluated as whole numbers.

Only those Bidders achieving the minimum passing mark for EACH OF the individual evaluation activities from Sr. No. 1 to 6, AND a total score of at least 65 will be considered eligible for the Commercial evaluation process

Also, IITB may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, bidders will be notified separately, if such normalization exercise is resorted to.

4.3.1 Relevant Experience

The bidder is required to provide details along with documentary evidence of its relevant past experience for the following:

1. Providing IVR solutions to call centres or equivalent for clients in India – number of clients, number of sites, approximate number of agents
2. IVR solution currently in use in multi-site call centre operations in India - number of such operations, and for each such operation, number of sites and number of states covered

4.3.2 Completeness of Solution Proposed

Responses received in Technical Bid would be used for evaluating the Bidder on completeness of solution proposed. The proposed solution in the Technical Bid is expected to cover the points specified under section 2.1. The solution will be evaluated based on the following parameters:

- Capability to meet functional and non-functional requirements of the initiative
- Ease of maintenance and support

Request for Proposal

- Robustness and scalability of the solution
- Value-add proposed for the initiative
- Governance & Project Management Methodology
- Adherence to Timelines
- Assessment of readiness to meet date of launch of first version (Oct 10, 2022)

4.3.3 Proposed Support Methodology

Responses received in the Technical Bid would be used for evaluating the bidder on the proposed Support methodology in accordance with the requirements outlined in Section 2.5 and the guidelines given in Section 3.1.

4.3.4 Support for Innovation

Responses will be evaluated for the solution features and plans outlined for increasing the effectiveness and productivity of IVR users, improving caller experience, improving outcomes of tele-mental health services at TMC, region and program level. Evaluation would also provide weightage for platform roadmap to support advanced technology features like in-built speech recognition engine, text-to-speech translation capabilities for English, Hindi and other languages

4.3.5 Presentation of proposal

IIITB will schedule the presentations and intimate the qualified bidders of the time and locations. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Ser	Presentation Agenda	Details
1	Proposed IVR solution and its components	Detailed presentation covering solution scope, technical architecture, infrastructure, services, and staffing plan
2	Solution management and governance approach	Structure, governance processes, support methodology and SLAs as defined in the RFP
3	Project implementation plan	Proposed project approach for implementation and on-boarding of TMCs, with detailed plan for first launch by 10-Oct-22
4	Key value propositions	Key differentiators/ value-add presented by the bidder
5	Relevant case studies	Relevant case studies with requirements similar to those in this RFP.

4.3.6 Reference Customer Feedbacks

The Bidder is required to provide documented feedback from its customers (past or present) as per the following requirements:

- Higher weightage to be given for active clients, clients with India-based operations, clients in

Request for Proposal

public sector or in public health space, clients using the IVR platform for both inbound and outbound call handling, clients using IVR platform for multi-site operations

- The feedbacks are expected to be in documented format on Client organization's letterhead with the detailed information about the designation of the signing authority
- Bidder should take a consent from these Clients to be contacted by the evaluation team as needed. The bidder should separately mention the name, email-id and phone number of the contact person from the Client organization, along with any preferred timings and other preferences for contacting for reference validations.

4.4 Stage 3 - Commercial Bid Evaluation

The bidders who qualify in the Technical Bid Evaluation shall be eligible for Phase-3 Commercial Bid Evaluation.

- For the purpose of comparison of bids, the number of TMCs and call volumes listed in section 2.8 and in Annexure 14 ("RFP Background and Program Overview"), will be used to compute the total cost of the bid for the 5-year period.
- Financial Bids that are less than 30% of the average bid price will be disqualified [the average bid price is computed as the average bid value of all bidders who have qualified for Stage 3]. This disqualification step will apply only if the number of qualified bidders is greater than 2.
- The Bid value of each Bidder will be converted to a Financial Score based on the ratio of their bid value to the lowest Bid value among qualified Bidders as follows:

$$\text{Financial Score} = (\text{Lowest Bid Value} / \text{Bid Value of Bidder}) * 100$$

- The total QCBS score for each Bid is calculated using a weightage of 70:30 for the Technical Score and Financial Score. Thus,

$$\text{Consolidated Bid Score} = \text{Technical Score} * 0.7 + \text{Financial Score} * 0.3$$

- The Bidder with the highest Consolidated Bid Score is selected and will be referred to as "Selected Bidder" and IITB will notify the same to the selected bidder. The Bidder shall use the format as Mentioned in Annexure-9: Commercial Bid Form. Commercial bid valuation shall be considered as below; in case of any kind of discrepancy:
 - i. If there is a discrepancy between words and figures, the amount in words shall prevail.
 - ii. At the sole discretion and determination of IITB, IITB may add any other relevant criteria for evaluating the proposals received in response to this RFP.
 - iii. IITB may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise

Request for Proposal

as part of the technical evaluation is resorted to.

- iv. All liability related to non-compliance of this minimum wages requirement and any other law will be the responsibility of the bidder.
- v. IITB shall not incur any liability to the affected bidder on account of such rejection.
- vi. The final decision on the successful bidder will be taken by IITB, in consultation with any other stakeholders as required. The implementation of the project will commence upon signing of a contract between IITB and the selected bidder based on the evaluation.
- vii. If for some reason, the successful bidder fails to execute an agreement within a specified timeline, IITB reserves the right to award the contract to the next most eligible bidder based on the evaluation scores and commercial prices quoted.

5 Agreements and Agencies

The National Tele-MANAS initiative is expected to be an on-going initiative under the MOHFW, to be curtailed only due to force majeure or reasons like sub-optimal outcomes, merger with any of the other national initiatives, arising of any other unforeseen circumstances

The Quote given by Bidder should be valid for a period of five years. The initial contract is expected to be signed for twelve months to be renewed on yearly basis based on the service quality and satisfactory performance of the Bidder, besides any other factors like funds availability and approvals, guidance from government stakeholders and agencies.

While the response to this RFP is expected to cover the entire scope outlined in this document, the signing of agreements for services and commercials will be done as per the table below:

Ser	Service Category	Agreement Signing Agencies/ Organizations	Remarks
1	Defining a central template solution for IVR platform	1. IITB Bangalore 2. Selected Bidder	Scope outlined in Section 2.2
2	Maintenance and enhancement of template solution		Scope outlined in Section 2.3
3	Implementation and roll-out for tele-mental health cells		Scope outlined in Section 2.4
4	License, Maintenance and support services for tele-mental health cells	1. Respective State Health Departments	Scope outlined in Section 2.5
5	Telephony costs for tele-mental health cells	2. Selected Bidder	Usage based

Request for Proposal

The RFP bidders are expected to make a note of the above table and should respond to this RFP only if they are in agreement with each of the above entries. Any changes to this arrangement during the course of RFP or the subsequent engagement will be formally communicated to the bidder(s) separately.

6 Payments terms, Service Level Agreement and Penalties

6.1 Payment terms

The payments to the selected bidder will be made after adjusting for penalty (if any) as per the scope category and payment frequency specified in the table below:

Ser	Service Category	Commercial Model	Payment Frequency	Sign-off Reports
1	Defining a central template solution for IVR platform	Fixed Price	Milestone-based	Milestone Completion Report
2	Maintenance and enhancement of template solution	Fixed Price	Quarterly	Quarterly Maintenance and Enhancement Services Reports
3	Implementation and roll-out for tele-mental health cells	Fixed Price per TMC	Roll-out based	TMC Roll-out Report
4*	Maintenance and support services for tele-mental health cells	Fixed Price per TMC (for Category 1 and Category 2)	Based on agreement with the states	Quarterly Maintenance and Support Services Reports
5*	License fees, if applicable	Defined by Bidder	Based on agreement with the states	Based on on-boarded users reports
6*	Telephony charges	Defined by Bidder	Based on agreement with the states	Based on usage reports and bills

*Payment frequency and other payment terms to be discussed and decided by respective state government department or agencies.

In reference to the details in the above table:

- Towards services of work undertaken under point 1, 2 and 3 in the above table, the payments will be made once the above-mentioned reports are signed off by designated IITB personnel.
- Towards services of work undertaken under point 4 in the above table, the payments criteria and report details will be as per the agreements to be signed by respective state government teams.

Request for Proposal

- Milestone Completion Report should comprise of details of enhancements and new features released into the template solution, details of release dates and release notes, reference of updated training and user-guides, list of known issue, plan for the next milestone activities and other details agreed during the project execution.
- Maintenance and Enhancement Services Reports should include but not limited to: list of enhancements completed in the template solution, list of enhancements released for TMCs, list of issues fixed, list of pending enhancements, issue tracker, list of suggestions and feedbacks from users across locations, list of enhancements and new features rolled-out to TMCs
- TMC Roll-out Report: Report covering details of roll-out for individual TMC including but not limited to count of users across roles, roll-out date and time, updated IVR platform roll-out check-list (covering modules, features, users, roles, flows), number of logins during first week of usage, number of calls recorded during first week after roll-out.
- Quarterly Maintenance and Support Services Reports: This shall comprise of IVR Platform SLA Compliance Reports, details of inbound and outbound calls, support issue log classified based on severity, resolution turnaround, open defects, any other report as requested by State government team at the time of signing of agreement

6.2 Service Level Agreements

Service disruption is defined as the events and parameters due to which TMC services are completely/partially unavailable for IITB’s customers. The service disruption parameters are defined below:

Ser	SLA Parameter	Target Performance	Description
1.	System Availability	99.5% aggregated across all TMCs, at least 99% for each TMC	Measured as Total down time minutes/Total minutes in a month. For example, if there were 2 hours in July when a customer's call could not have been answered, availability will be $[100 - \{120 / (31 \text{ days} \times 24 \text{ hours} \times 60 \text{ minutes})\} \times 100] = 99.73\%$
2.	Call Queue Waiting time	95% calls	Measured as % of times the IVR system induced call queue waiting time is less than 3 seconds. Call queue waiting time is the waiting time in Automatic Call Distributor (ACD) queue after pressing prescribed digit to talk to the agents but before being answered by the agent, when agents are available within the TMC.
3.	Call abandoned	1% calls	Measured as % of calls dropped due to limited infrastructure for IVR platform provisioned by the Bidder, averaged over the month.

The penalty will be levied on bidder on non-achievement of SLAs. Penalty slabs will be decided for each SLA at

the time of contracting. Penalties for non-compliance are detailed in section 8.20

7 Instructions to Bidder

7.1 Two Bid System

The RFP shall be in TWO parts – TECHNICAL BID [TB] & COMMERCIAL BID [CB]. Both the Bids must be submitted together in a single envelope super-scribing “Implementation and Support for an Interactive Voice Response (IVR) System”, but in two separate sealed covers, giving full particulars, addressed to EHRC Head (IIITB) and duly super scribed as follows:

- “IVR Platform for National Tele-Mental Health Initiative/27-07-2022 – TECHNICAL BID”
- “IVR Platform for National Tele-Mental Health Initiative/27-07-2022 – COMMERCIAL BID”

Two sealed envelopes containing hard copies of Eligibility Bid, Technical Bid and Commercial Bid along with Soft copies should be submitted in the following manner:

7.1.1 ENVELOPE - I (Technical Bid)

Technical Bid including Eligibility Bid

Technical Bid comprising of spirally bound hard copy of the Technical Bid in the format given in this RFP, along with 1 compact disk (CD) or USB pen drive containing the soft copy of Technical Bid.

Hard copy of Technical Bid including Eligibility Bid should be a complete document, bound as a volume and placed in a sealed envelope super-scribed Technical Bid for RFP No: IIITB/EHRC/2022/IVR-01, IVR Platform for National Tele-Mental Health Initiative/27-07-2022.

i. A separate sealed envelope should be prepared for EMD & tender processing fees should be marked as “EMD/Tender processing Fees”

The two envelopes (Technical Bid and EMD/Tender processing Fees) of Technical Bid should be placed in a single sealed envelope super-scribed: Technical Bid for RFP No: IIITB/EHRC/2022/IVR-01, IVR Platform for National Tele-Mental Health Initiative/27-07-2022.

ii. Soft copy of the response to the Technical Bids should also be provided in MS word. The softcopy is to be placed in Technical Bid in a CD or USB pen drive. In case of any discrepancies between the hardcopy and softcopy, IIITB will use the hardcopy submitted by the Bidder for the evaluation. THE TECHNICAL BID SHOULD NOT CONTAIN COMMERCIALS AND COMMERCIALS ARE TO BE ENCLOSED ONLY IN THE COMMERCIAL BID COVER. A masked copy of Annexure 9-Commercial Bid Form should be a part of Technical Bid.

7.1.2 ENVELOPE - II (Commercial Bid)

Hard copy of commercial bid in the format given in this RFP

Signed and stamped hard copy of the Commercial Bid should be placed in a sealed envelope super-scribed Commercial Bid for RFP No: IIITB/EHRC/2022/IVR-01, IVR Platform for National Tele-Mental Health Initiative/27-07-2022

i. A duly filled in Annexure 9-Commercial Bid Form should be a part of Commercial Bid. The soft copy is to be placed in a Commercial Bid Envelope (in CD or USB pen drive). In case of any discrepancy between

Request for Proposal

the hardcopy and softcopy, IITB will use the hardcopy submitted by the Bidder for the evaluation.

Note:

1. The Bid shall be typed in English and signed by the Bidder or a person duly authorized. The person(s) signing the Bids shall initial all pages of the Bids.
2. All envelopes should be securely sealed and stamped.
3. The documentary evidence asked for in respect of the eligibility criteria would be essential. Bids not accompanied by documentary evidence may be subject to rejection. Clarification/ Additional documents, if any, sought by IITB from the bidder has to be submitted within the stipulated time.

7.2 EMD

EMD in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Scheduled Commercial banks in an acceptable form, favouring '*International Institute of Information Technology Bangalore*' payable at Bangalore valid for nine months should be submitted as per format given in Annexure 10–Format for Bank guarantee. The instrument used for providing EMD should be renewed (if required) to maintain validity of nine months

Non-submission of EMD along with Technical-Bid document will disqualify the Bidder.

- i. EMD will be returned to the qualified Bidder after acceptance of Purchase Order and/ or Signing of the Contract(s) by the Bidder and submission of required Performance Bank Guarantee (PBG) as per format given in Annexure 12–Proforma for Performance Security.
- ii. For the bidders who do not qualify in this RFP, EMD will be returned to the respective bidder after the declaration of Successful bidders.
- iii. EMD submitted by bidder may be forfeited if:
 - a) Bidder backs out of bidding process after submitting the bids;
 - b) Bidder backs out after qualifying;
 - c) Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by IITB after qualifying.
- iv. The Bidder needs to ensure the complete Bid (encompassing both Technical & Commercial) is valid for a period of 270 days post the date of submission of the Bids.

7.3 Content of the Bid

The documents in the bids will be submitted as below:

7.3.1 Eligibility Bid Documents

The Bidders are requested to meticulously note the Eligibility Criteria & various other clauses mentioned in the RFP document. The following documents should be submitted in Envelope - I (Technical Bid). These documents shall be the basis for Eligibility Criteria by IITB.

Eligibility document should contain following:

- i. Confirmation of Eligibility Criteria as per Annexure-3
- ii. Documentary proofs for Eligibility Criteria

Request for Proposal

iii. EMD

iv. Tender Processing Fee

7.3.2 Technical Bid Documents

The following documents should be submitted in the Envelope - I (Technical Bid). These documents shall be the basis for technical evaluation by IITB.

1. Annexure 2: Cover Letter
2. Annexure 4: Undertaking for Data and Information Security
3. Annexure 5: Technical Bid Format
4. Annexure 6: Statement of no deviation
5. Annexure 7: Bidder's Past Experience
6. Proposed Technical Solution and Response addressing sections 2.1, 4.3.1, 4.3.2, 4.3.3, 4.3.4
7. Any other documents

All documentation is required to be in English.

The person(s) signing the Bid shall initial all pages of the Bid, except for unmodified printed literature.

NOTE: TECHNICAL BID MUST BE SUBMITTED IN AN ORGANISED AND NEAT MANNER. NO DOCUMENT, BROCHURE, ETC. SHOULD BE SUBMITTED IN LOOSE FORM. ALL THE PAGES SHOULD BE SERIALLY NUMBERED.

The Technical Bid shall be submitted in duplicate, inside the single ENVELOPE – I.

7.3.3 Commercial Bid Documents

The Commercial Bid shall be submitted in the format as specified in Annexure 9 –Commercial Bid Form. The Bidder is required to submit the following in the Commercial Bid.

1. Annexure 8: Commercial Compliance Statement
2. Annexure 9: Commercial Bid Form

The Commercial Bid Form must be filled in completely, without any error, erasure or alteration.

7.4 Late Bids

Any bid received after the due date and time for receipts of bids as prescribed in this RFP will be rejected and returned unopened to the Bidder.

7.5 Opening of Bids

Bids received within the prescribed closing date and time will be opened in the presence of Bidders' representatives who choose to attend the opening of the RFP on the specified date and time as mentioned earlier in the RFP document. The Bidder's representatives present shall sign a register of attendance and minutes

Request for Proposal

and they should be authorized by their respective companies to do so. A copy of the authorization letter as per Annexure 11 should be brought to IITB for verification.

The Bids shall be opened in 2 phases:

- In Phase 1, the Confirmation of Eligibility Criteria Bid and Technical Bid shall be opened as per the schedule given in the RFP in presence of the bidder(s) who choose to attend the meeting at a pre-specified date and time, and sign a register evidencing their attendance. However, the Technical Bid will be evaluated only for the bidders who satisfy all the Eligibility Criteria.
- In Phase 2, Commercial Bids of only Bidders who meet the Technical Evaluation cut-off shall be opened in the presence of Bidders' representatives who choose to attend, at the time, on the date, and at the place that will be communicated to them. The Bidders' representatives who are present shall sign a register evidencing their attendance. IITB would notify the technically qualified bidders about the date and time of opening of the Commercial Bids.

The Bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of the requisite EMD and such other details as IITB, at its discretion, may consider appropriate, will be announced at the Commercial Bid opening.

IITB reserves the right to take the services of any one or more external agencies for total evaluation of the proposal submitted by the Bidder. However, the final decisive parameters would be at the sole discretion of IITB and IITB is not liable to disclose either the criteria or the evaluation report/reasoning to the Bidder(s).

7.6 Proposal Modification

No additions or changes to any Bidder's proposal will be allowed after the deadline for Bidders to submit their proposals, unless such modification is specifically requested by IITB.

7.7 Clarification of Bids

During the Bid evaluation, IITB may, at its discretion, ask the Bidders for clarifications with respect to their Bids. The request for clarification and the response shall be in writing, and no change in the price or substance of the Bid shall be sought, offered or permitted. IITB has the right to disqualify the Bidder(s) whose clarifications are found not suitable for the requirement according to the Scope of Work.

7.8 Result Notification

All Bidders will be communicated any decision made with respect to their RFP response as soon as practical. IITB will not be obliged to provide reasons for acceptance/ rejection of any response.

7.9 Cost of Responses

IITB will not be liable for any costs or expenses incurred by the bidders arising in any way from the preparation and submission of the RFP response and any matter concerning the RFP is to be at the Bidder's sole risk, cost and expense.

7.10 Precedence of Documents

- i. If there is any discrepancy, the hard copy of the Bid document shall be treated as final in case of any discrepancy with the soft copy.
- ii. These terms and conditions will prevail over any further terms that the Bidder may include in its response or otherwise provide to IIITB, and any such further terms will be of no force or effect.

7.11 No commitment to accept lowest or any Bid

IIITB shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete. IIITB reserves the right to make changes in the Terms and Conditions. IIITB will be under no obligation to have discussions with any Bidder, and/or entertain any representation.

7.12 Non-Transferable RFP

This RFP document is not transferable.

7.13 Soft Copy of RFP Document

The soft copy of the RFP document is made available on IIITB's website www.iitb.ac.in/tele-manas

7.14 Bid validity period

The offer should hold good for a period of 270 days from the last date of Bid submission.

7.15 Addenda

- i. IIITB may issue an Addendum from time to time.
- ii. An Addendum may be issued to clarify the RFP or to effect modifications to the RFP. Each Addendum will be published on the IIITB website and will form part of this RFP.
- iii. To the extent there is any inconsistency between an Addendum and this RFP, the Addendum will prevail and if between two or more Addenda, the last issued Addendum will prevail.

7.16 Pre Bid meeting

For clarification of doubts of the Bidders on issues related to this RFP, IIITB intends to hold Pre-Bid Meeting as per schedule in the RFP.

For any clarification with respect to this RFP, the Bidder may send an email to ehrc-projects@iitb.ac.in. The format to be used for seeking clarification is mentioned in Annexure 1 - Pre-Bid Query. It may be noted that all queries, clarifications, questions, etc., relating to this RFP, technical or otherwise, must be in writing



Request for Proposal

only and should be sent to the designated Email ID.

It may be noted that queries of any Bidder may not be entertained after the last date for submission of queries via Email. Only two authorized representatives of the Bidder's organization will be allowed to attend the meeting. IITB may or may not respond to all the queries of the bidder.

7.17 Rejection of Bids

IITB reserves the right to reject any or all the Bids or scrap the bidding process at any stage without assigning any reason. The Earnest Money Deposits in such event will be returned by IITB. However, the Tender processing fee will not be refunded.

7.18 Amendment to Contract

No variation in or modification of the conditions of the Contract shall be made except by written amendment signed by the parties.

7.19 Correspondence and Notices

Any correspondence or notice from one party to another under the terms of the Contract shall be served by fax or by hand and confirmed in writing to the party's address. A notice shall be effective from the date when delivered.

7.20 Notification of Award

Following evaluation, a Contract may be awarded to the Bidder whose Bid meets the requirements of this RFP and provides the best value to IITB from both a Techno-Functional and Commercial point of view. IITB reserves the right to award the Contract in whole or in part.

The acceptance of the Bid, subject to Contract, will be communicated by way of placing a notification of award in writing at the address supplied by the Bidder in the Bid document. Any change of address of the Bidder should therefore be notified promptly to the Deputy General Manager (IT) at the address given in this RFP.

The PBG should be submitted within 15 days from notification of award from IITB. IITB subsequently shall be issuing the Purchase Order.

7.21 Signing of Contract

The Successful Bidder shall be required to enter into a Contract with IITB, within thirty (30) days of the award of the work or within extended period, as may be specified by IITB. This Contract shall be based on this RFP document, PO and such other terms and conditions as may be determined by IITB to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid. However, the terms and conditions of Purchase Order and RFP shall constitute a binding Contract till such a Contract is issued. IITB reserves the right to award the contract in whole or in part.

7.22 Clarification on Bids

During the Bid evaluation, IIITB may, at its discretion, ask the Bidders for clarifications with respect to their Bids. The request for clarification and the response shall be in writing. IIITB has the right to disqualify the Bidder(s) whose clarifications are found not suitable for the requirement according to the Scope of Work.

8 Terms and Conditions

8.1 Amendment to Bid Document

At any time prior to the deadline for submission of Bids, IIITB may for any reason either on its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid document, by amendment.

All such amendments will be published on www.iiitb.ac.in/tele-manas. All such amendments will be binding on the bidders. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, IIITB may, at its discretion, extend the deadline for a reasonable period to be decided by IIITB for the submission of Bids. Details will be communicated and published on IIITB website page www.iiitb.ac.in/tele-manas

- i. IIITB also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. IIITB will inform the Bidder about changes, if any before the deadline of Bids submission.
- ii. IIITB may revise any part of the RFP, by providing an addendum/corrigendum to the Bidders at stage till Commercial Bids are opened. IIITB reserves the right to issue revisions to this RFP at any time before the deadline for Bids submission.
- iii. IIITB reserves the right to extend the dates for submission of responses to this document.
- iv. **Preliminary Scrutiny** – IIITB will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. IIITB may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and IIITB reserves the right for such waivers and IIITB's decision in the matter will be final.
- v. **Clarification of Offer** – To assist in the scrutiny, evaluation and comparison of offer, IIITB may, at its discretion, ask the Bidder for clarification of their offer. IIITB has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project RFP.
- vi. IIITB reserves the right to make any changes in the terms and conditions of purchase. IIITB will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.

vii. **Erasures or Alterations** – The offer containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product/service being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. IIITB may treat the offers not adhering to these guidelines as unacceptable.

viii. **Right to Alter Quantities** – IIITB reserves the right to alter the requirements specified in the RFP. IIITB also reserves the right to delete or increase one or more items from the list of items specified in the RFP. IIITB will inform the Bidders about changes, if any. In the event of any alteration in the quantities, the price quoted by the Bidder against the item would be considered for such alteration. Bidder agrees that the prices quoted for each line item & component is valid for period of Contract and can be used by IIITB for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this Contract. During the Contract period, the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by IIITB, in the event the market prices/rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of Commercial Bid. Any price benefit in the services/equipment should be passed onto IIITB within the Contract period.

ix. The decision of IIITB shall be final and binding in this regard. Deviations will be grounds for disqualification.

8.2 Consortium

Consortium is not allowed.

8.3 Conditional Bids

Conditional Bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of Bids.

8.4 Submission of Bids

The Bidders shall submit two separate sealed envelopes, one containing Technical Bid including Eligibility criteria and the other containing Commercial Bid. Envelopes shall be addressed to IIITB at the address given; and bear the RFP Title "IVR Platform for National Tele-Mental Health Initiative /27.07.2022". Envelopes should indicate on the cover the name and address of the Bidder. A Bidder shall submit only one proposal.

8.5 Performance Security

Within 15 days after the receipt of notification of award of the Contract from IIITB, the Bidder shall submit Performance Security as per format given in Annexure 12: Performa for Bank Guarantee, which shall be for an amount of **3% of Contract Value**. Performance Security may be furnished in the form Bank Guarantee from a Commercial bank.

i. Performance Security should remain valid for a period of ninety days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

ii. EMD shall be refunded to the successful Bidder on receipt of Performance Security.

8.6 Pre-Bid Meeting

All queries/requests for clarification from Bidders must reach IIITB by e-mail or in person as per the schedule of events mentioned in section 1.2. Format for the queries/clarification is provided in “Annexure 1-Pre- Bid Query”. No clarification or queries will be responded in any other format. IIITB will respond to any request for clarification of the RFP document in the Pre- Bid meeting.

The representatives of Bidders attending the pre-bid meeting must have proper authority letter to attend the same

Any modification to the Bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Company exclusively through the issuance of an Addendum and/or corrigendum and not through the minutes of the pre-bid meeting.

8.7 Payment Schedule

Payment shall be done as per the Payment Terms mentioned in Section 6 of this RFP.

8.8 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

8.9 Delay in Bidder's Performance

Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his Performance security, imposition of liquidated damages, and/ or termination of the Contract for default.

If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely implementation of the Solution and/or performance of services, the Bidder shall promptly notify IIITB in writing of the fact of delay, its likely duration and cause(s), before the scheduled delivery/installation/implementation date. IIITB shall evaluate the situation after receipt of the Bidder's notice and may at their discretion extend the Bidder's time for delivery/installation/implementation, in which case the extension shall be ratified by the parties by amendment of the Contract. If the Bidder's request for delay in the implementation of the Solution and performance of services is not found acceptable to IIITB, the above mentioned clause will be invoked.

8.10 Repeat Order

IIITB at its discretion may place repeat orders for onboarding of additional TMCs or any other orders based on its business requirements during the tenure of the Contract.

8.11 Other RFP Requirements

- i. **Technical Inspection and Performance Evaluation** - IIITB may choose to carry out a technical inspection/audit and performance of the solution.

Request for Proposal

- ii. The Bidder would permit IITB or any person/persons designated by IITB to observe the technical and performance evaluation/benchmarks carried out by the Bidder.
- iii. The Bidder will identify a representative as a single point of contact for IITB

8.12 Contract Commitment

The Quote given by Bidder should be valid for a period of five years. The initial contract is expected to be signed for twelve months to be renewed on yearly basis based on the service quality and satisfactory performance of the Bidder, besides any other factors like funds availability and approvals, guidance from government stakeholders and agencies.

8.13 Completeness of the Project

The Project will be deemed as incomplete if the desired objectives mentioned in Section 2–Detailed Scope of Work of this document are not achieved.

8.14 Canvassing / Contacting

Any effort by a Bidder to influence the Company in its decisions on Bid evaluation, Bid comparison or Award of Contract may result in the rejection of the Bidder's Bid. No Bidder shall contact the Company on any matter relating to its Bid, from the time of opening of Commercial Bid to the time the Contract is awarded.

8.15 Indemnity

The Bidder's should indemnify IITB (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- a) Non-compliance of the Bidder with Laws/Governmental requirements
- b) IP infringement
- c) Negligence and misconduct of the Bidder, its employees, and FTEs

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by IITB arising out of claims made by its customers and/or regulatory authorities.

8.16 Inspection of records

All Bidder records with respect to any matters covered by this RFP shall be made available to IITB or its designees at any time during normal business hours, as often as IITB deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. IITB would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to IITB, which would be used by IITB. The cost of the audit will be borne by IITB. The scope of such audit would be limited to Service Levels being covered under this RFP and subsequent contract,

Request for Proposal

and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. The Bidder's records and sites managed for IITB shall also be subject to Regulator/IITB inspection.

8.17 Publicity

Any publicity related to this project by the Bidder in which the name of IITB, NIMHANS or government department or agency is to be used, should be done only with the explicit written permission from IITB.

8.18 Solicitation of Employees

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this Contract during the period of the Contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the Contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who

- i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party
- ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or
- iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

8.19 Penalties on Non Compliance of SLA

IITB expects the Bidder to provide uninterrupted services to IITB. Inability of the Bidder to either ensure readiness of the services as per specifications within defined timelines or to meet the service levels as specified in RFP shall be treated as breach of Contract and would invoke the penalty clause.

- i. In case of non-readiness of the IVR platform for on-boarding of one or more TMCs within the agreed timelines, IITB shall levy a penalty @ 0.5% of the Total Contract value for each week of delay, subject to 10% of the Total Contract value being the overall cap for penalties.
- ii. The proposed rate of penalty with respect to non-adherence to service levels will be worked out during the contracting phase. Overall cap for penalties will be 10% of the Contract value.
- iii. Thereafter, the Contract may be cancelled at the discretion of IITB. The Total Contract value in this context will include all the charges calculated for the agreement duration based on proposed rates in Annexure 9 – Commercial Bid Form.
- iv. IITB also has the right to invoke the Performance Guarantee. Penalties on delay will be applicable when the delay is not attributable to IITB.
- v. Notwithstanding anything contained above, no such penalty will be chargeable on the Bidder for the inability occasioned, if such inability is due to reasons entirely attributable to IITB or the state agencies

Request for Proposal

responsible for the TMCs.

- vi. Delivery of the Goods and performance of the Services shall be made by the Bidder in accordance with the time schedule specified by IITB.
- vii. If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery of the Goods and performance of the Services, the Bidder shall promptly notify IITB in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, IITB shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.
- viii. Any delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages unless an extension of time is agreed upon without the application of liquidated damages.

8.20 Liquidated Damages

- i. If the deliverables are not acceptable to IITB as mentioned in this RFP and defects are not rectified to the satisfaction of IITB within 30 days of the receipt of the notice, the Bidder shall be liable for Liquidated Damages for an amount equal to 0.5% of the Total Cost of the Services for every week or part thereof for the delay.
- ii. Any additional circumstances applicable for Bidder's liability for liquidated damages will be worked out during contracting phase.
- iii. The amount of liquidated damages under this Contract shall not exceed 10% of the Total value of the Contract as specified in Annexure 9-Commercial Bid Form. The Total Contract value in this context will include all the charges calculated for the agreement duration based on proposed rates in Annexure 9 – Commercial Bid Form.

8.21 Confidentiality

Bidder understands and agrees that all materials and information marked and identified by IITB as 'Confidential' are valuable assets of IITB/Government agencies/NIMHANS and are to be considered their proprietary information and property. Bidder will treat all confidential materials and information provided by IITB/Government Agencies/NIMHANS with the highest degree of care and necessary to ensure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by IITB/Government Agencies/NIMHANS without IITB's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by IITB or developed by Bidder which is:

- i. possessed by Bidder prior to receipt from IITB, other than through prior disclosure by IITB, as documented by Bidder's written records;
- ii. published or available to the general public otherwise than through a breach of Confidentiality; or

Request for Proposal

- iii. obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to IITB; or
- iv. Developed independently by the bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify IITB and allow IITB a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause IITB irreparable harm, may leave IITB with no adequate remedy at law and IITB is entitled to seek injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this RFP.

8.22 Force Majeure

i. Definition:

- a. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government Agencies.

b. Force Majeure shall not include:

- Any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultants or FTEs or Employees, or
 - Any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- c. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

ii. No Breach of Contract:

Request for Proposal

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

iii. Measures to be taken:

- a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- c. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder, upon instructions by IITB, shall either:
 - demobilize; or
 - Continue with the Services to the extent possible, in which case they shall continue to be paid proportionately and on pro rate basis, under the terms of this Contract.
- e. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause 5.26.

8.23 Resolution of disputes

IITB and the Bidder shall make every effort to resolve amicably, by direct informal discussions between the respective Project Managers of IITB and the Bidder, any disagreement or dispute arising between them under or in connection with the Contract. If IITB's Project Manager and the Bidder's Project Manager are unable to resolve the dispute they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and IITB respectively. If after thirty days from the commencement of such discussions between the senior authorized personnel designated by the Bidder and IITB, IITB and the Bidder have been unable to resolve amicably a Contract dispute; either party may require that the dispute be referred for resolution through formal arbitration. All questions, claims, disputes or differences arising under and out of, or in connection with the Contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the Contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties failing

Request for Proposal

which the number of arbitrators shall be three, with each side to the dispute being entitled to engage one arbitrator. The two arbitrators engaged by the parties shall engage a third arbitrator who shall act as the presiding arbitrator. The Arbitration and Reconciliation Act, 1996 or any statutory modification thereof shall apply to the arbitration proceedings and the venue of the arbitration shall be Bangalore. The arbitration proceedings shall be conducted in English language. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either Party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

8.24 Waiver

No failure or delay on the part of either party relating to the exercise of any right, power, privilege or remedy provided under this RFP document or subsequent agreement with the other party shall operate as a waiver of such right, power, privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFP document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

8.25 Violation of terms

IIITB clarifies that IIITB shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP document. These injunctive remedies are cumulative and are in addition to any other rights and remedies IIITB may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

8.26 Termination for Default

IIITB may, without prejudice to any other remedy for breach of contract, by 60 calendar days' written notice of default sent to the SP, terminate the Contract in whole or in part:

- a) If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the Contract, or any extension thereof granted by IIITB; or
- b) If the Bidder fails to perform any other obligation(s) under the Contract.

In the event of IIITB terminating the Contract in whole or in part, pursuant to above mentioned clause, IIITB may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to IIITB for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the Contract to the extent not terminated.

8.27 Termination for Insolvency

Request for Proposal

IITB may, at any time, terminate the Contract by giving 90 calendar days' written notice to the Bidder, without any compensation to the Bidder, whatsoever if:

- i. The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to IITB.
- ii. The Bidder being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the IITB.

8.28 Information Ownership

All information processed, stored, or transmitted by Bidder equipment belongs to IITB. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

8.29 Sensitive Information

Any information considered sensitive must be protected by the Bidder from unauthorized disclosure, modification or access.

8.30 Technological Advancements

The Bidder agrees to incorporate all changes relating to the platform features being offered, announced by them from time to time keeping in view the advancement in technology, shortcomings of the platform and services made available to IITB and undertake any changes or upgrades required during the implementation period for improving the overall efficiency of the TMCs and the initiative.

8.31 Governing Language

The Contract shall be written in the language of the Bid i.e. English. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in that same language. English Language version of the Contract shall govern its implementation.

8.32 Applicable Law

The Contract shall be interpreted in accordance with the Indian Laws for the time being in force and will be subject to the exclusive jurisdiction of Courts at Bangalore (with the exclusion of all other Courts).

8.33 Prices

The prices quoted (as mentioned in Annexure 9- Commercial Bid Form submitted by the Bidder) for the solution and services shall be firm throughout the period of the Contract and shall not be subject to any

escalation.

8.34 Deduction

Payments shall be subject to deductions (such as TDS) of any amount, for which the Bidder is liable under the agreement against this RFP.

8.35 Taxes and Duties

The prices quoted by the Bidder shall include all costs such as, taxes, levies, cess, excise, Octroi and custom duties, installation, commissioning, insurance if any, etc. as applicable in India, that need to be incurred. The Bidder has to quote the GST, Cess and any other applicable taxes in separate columns. The entire benefits/advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to IITB.

8.36 No Claim Certificate

The bidder shall not be entitled to make any claim whatsoever against IITB under or by virtue of or arising out of this Contract, nor shall IITB entertain or consider any such claim, if made by the Bidder after he shall have signed a "No Claim" certificate in favor of IITB in such forms as shall be required by IITB after all payments due to Bidder are made in full.

8.37 Rights reserved by IITB

- i. IITB reserves the right to accept or reject any or all Bids without assigning any reasons.
- ii. IITB reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, IITB will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by IITB and take any other action as may be deemed necessary.
- iii. IITB reserves the right to issue a fresh RFP for IVR solution at any time during the validity of the Contract period with the selected Bidder.

8.38 Subcontracting

Subcontracting of the work awarded to the selected Bidder in full or partial mode is not permitted under any circumstances.

8.39 Rejection of Bids

IITB reserves the right to reject any or all the Bids or scrap the bidding process at any stage till notification of award without assigning any reason. The Earnest Money Deposit in such event will be refunded by IITB. In case IITB scraps the bidding process, the RFP tender processing fees will also be refunded.

9 Annexures



Request for Proposal

Annexure 1: Pre Bid Query Format

If bidder, desiring to respond to RFP for Implementation of Call Center for IITB, requires any clarifications on the points mentioned in the RFP, it may communicate with International Institute of Information Technology Bangalore using the following format.

All questions received before the last Date and time for submission of Pre- Bid Queries stipulated in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, IITB may at its discretion, answer all such queries in the Pre-bid meeting.

S. No.	Page No.	Section point No.	RFP Clause	Remarks

Place:

Date:

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)



Request for Proposal

Annexure 2: Cover Letter

RFP for IVR Platform for National Tele-Mental Health Initiative, IIITB/EHRC/2022/IVR-01, 27-Jul-2022

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Sub: RFP for IVR Platform for National Tele-Mental Health Initiative/27-Jul-2022

Having examined the RFP documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Call Center services to IIITB as mentioned in RFP document in conformity with the said RFP documents in accordance with the Commercial Bid and made part of this RFP.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by IIITB is a confidential document and we shall not disclose, reproduce, transmit or make it available to any other person.

We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the RFP.

Until a formal contract is prepared and executed, this RFP offer, together with IIITB's written acceptance thereof and IIITB's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We have never been barred/black-listed by any regulatory / Statutory Authority/PSU/Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by IIITB in the format requested for. We also understand that IIITB has the exclusive right to reject this offer in case IIITB is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and IIITB reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder

Request for Proposal

Annexure 3: Confirmation of Eligibility Criteria

(On Bidder's Letter Head)

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Reference: RFP for IVR Platform for National Tele-Mental Health Initiative, IIITB/EHRC/2022/IVR-01, 27-Jul-2022

Ser	Eligibility Criteria Requirements	Supporting documents required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation
2	The Bidder/Group Company/ Subsidiary/ Parental Company should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation
3	The Bidder/Group Company/ Subsidiary/ Parental Company should be profitable in two out of last three financial years (2019-20, 2020-21, and 2021-22)	Audited Financial Statements for 2019-20, 2020-21, and 2021-22 (Or) Certificate from the chartered accountant
4	The Bidder/Group Company/ Subsidiary/ Parental Company should have a minimum turnover of Rs.40 crores per annum in two of the last three financial years	Audited Financial Statements for the financial years 2019-20, 2020-21, and 2021-22 (Or) Certificate from the chartered accountant
5	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder
6	The Bidder/Group Company/ Subsidiary/ Parental Company must have registered itself with Department of Telecommunication (DoT)/ TRAI.	Copy of DOT/ TRAI certificate for the proposed services

Request for Proposal

7	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company should be currently in use for Call Center/BPO/Helpline or equivalent setups in India region with an aggregate user count of at least 1000 agents as on date of RFP.	Self-Declaration certified by authorized signatory of the bidder
8	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company must be deployed and used for at least one of the Helpline/BPO/Call Center or equivalent setups in the government sector with at least 50 agents	Self-Declaration certified by authorized signatory of the bidder
9	The IVR solution provided by the Bidder/Group Company/ Subsidiary/ Parental Company must be deployed and used for at least one multi-site Helplines/BPO/Call Center setup with at least 3 sites in different states/UTs	Self-Declaration certified by authorized signatory of the bidder
10	The Bidder should have obtained ISO 9001 and ISO 27001 certifications	Copies of the certificates
11	Bidder should provide an undertaking for providing adequate data and information security	Annexure 04 – Undertaking for Data and Information and Security

Note:

- a. Bidders need to ensure compliance to all the eligibility criteria points.
- b. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
 - The decision of the IITB shall be final and binding in this regard. Deviations will be grounds for disqualification. Bidder who meets all these criteria would qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market. The decision of IITB shall be final and binding on all

Place:

Date:

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)



Request for Proposal

**Annexure 4: Undertaking for Data and Information Security
(On the Letterhead of the bidder)**

Strictly Private and Confidential

To,
E-Health Research Center
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Sub: RFP for IVR Platform for National Tele-Mental Health Initiative, IIITB/EHRC/2022/IVR-01, 27-Jul-2022

We acknowledge that during the course of Bid evaluation and subsequent signing of contract with the successful bidder against the Request for Proposal (RFP) floated for Implementation and Support for an Interactive Voice Response (IVR) System to IIITB, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a health, patient records, commercial, technical, scientific, operational, administrative, financial, marketing, business, physical data, digital data or intellectual property nature or otherwise), whether oral or written, relating to IIITB and its business that is provided to us pursuant to this undertaking.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this undertaking) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and subsequently showcasing our capabilities to the evaluation committee and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by IIITB.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:
 - a. To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for IVR Platform:
 - b. To the extent that such disclosure is required by law;
 - c. To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
 - d. To our professional advisers for the purposes of our seeking advice. Such professional



Request for Proposal

advisors will be informed of the need to keep the information confidential.

- 6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
 - a. For the purpose of a disclosure permitted by item 5 above; and
 - b. To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
- 7. This undertaking shall not apply to Confidential Information that:
 - a. Is in the public domain at the time it is acquired by us;
 - b. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
 - c. Is already in our possession prior to its disclosure to us;
 - d. and is independently developed by us.
- 8. This undertaking shall continue perpetually unless and to the extent that you may release it in writing.

We warrant that we are acting as principal in this matter and not as FTE or broker for any person, company, or firm.

We acknowledge that no failure or delay by you in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

This undertaking shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Bangalore courts.

Yours sincerely

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Verified above signature Place:

Date:

Seal and signature of the bidder

Request for Proposal

Annexure 5: Technical Bid format

Particulars to be provided by the bidder in the technical proposal

RFP for IVR Platform for National Tele-Mental Health Initiative, IITB/EHRC/2022/IVR-01, 27-Jul-2022

Ser	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of “Partnership Deed” or “Certificate of Incorporation” should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address & Company website of the bidder	
5	Names and designations of the persons authorized to make commitments to IITB	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	

Declaration:

- 1 We confirm that we will abide by all the Terms and Conditions contained in the RFP.
- 2 We hereby unconditionally accept that IITB can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.
- 3 All the details mentioned by us are true and correct and if IITB observes any misrepresentation of facts on any matter at any stage, IITB has the absolute right to reject the proposal and disqualify us from the selection process.
- 4 We confirm that this response, for the purpose of short-listing, is valid for a period of 270 days, from the date of expiry of the last date for submission of response to RFP.
- 5 We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that IITB will have the right to disqualify us in case of any such deviations.

Place:

Date:

Seal and Signature of the bidder



Request for Proposal

Annexure 6: Statement of No Deviation from RFP Terms and Conditions

Date:

To,
E-Health Research Center
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Reference: RFP for IVR Platform for National Tele-Mental Health Initiative, IITB/EHRC/2022/IVR-01, 27-Jul-2022

There are no deviations (null deviations) from the terms and Conditions of the RFP. All the terms and conditions of the RFP are acceptable to us.

Witness

Bidder

Signature

Signature

Name

Name

Designation

Designation

Address

Address

Company

Company

Date

Date

Company Seal



Request for Proposal

Annexure 7: Bidder's Past Experience

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Reference: RFP No. Implementation and Support for an Interactive Voice Response (IVR) System /07.07.2022

Ser	Client's Name	Client Vertical	Scope of Work	Number of sites & number of Agents	Client Contact Details alongwith contactperson name, designation, phone number & email id	Remarks	Supporting Document attached (PO & Credential Letter etc.) Yes/No

Place:

Date:

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)



Request for Proposal

Annexure 8: Commercial Compliance Certificate

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Sub: RFP for IVR Platform for National Tele-Mental Health Initiative, IIITB/EHRC/2022/IVR-01, 27-Jul-2022

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and work as a bidder as mentioned in the RFP document & in conformity with the said bidding documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree to abide by this bid for a period of 270 (Two hundred and seventy only) days after the date fixed for bid opening and it shall remain binding upon us and may be accepted by IIITB, any time before the expiry of this period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive. I / We agree to the Terms & Conditions mentioned in the RFP document. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

I/ we agree that IIITB reserves the right to renew the contract post completion of the 7-year period for additional two years at mutually agreed price.

Place:

Date:

Seal and Signature of the Bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Annexure 9: Commercial Bid Form

A) Non-recurring cost for Central hub

Ser	Scope Category	Cost in INR						Total (i)+(ii)+(iii) +(iv) +(v)	Total (in words)
		Year 1 (i)	Year 2 (ii)	Year 3 (iii)	Year 4 (iv)	Year 5 (v)			
1	Defining a central template solution for IVR platform								
2	Maintenance and enhancement of template solution								
	Total								

Blank cells of the above table highlighted in green need to be filled in by the Bidder.

B) Non-recurring cost for TMC onboarding

Ser	Scope Category	Unit	Cost per Unit (in INR)	Cost per Unit (in INR) (in words)
1	On-boarding for new tele-mental health cells (TMCs) for Category 1	Per TMC		
2	On-boarding for new tele-mental health cells (TMCs) for Category 2	Per TMC		

Blank cells of the above table highlighted in green need to be filled in by the Bidder.

C) Non-recurring cost for TMC Maintenance and Support

Ser	Scope Category	Unit	Cost per Unit (in INR)	Cost per Unit (in INR) (in words)
1	Maintenance and support services for Category 1 TMCs	Per TMC per year		
2	Maintenance and support services for Category 2 TMCs	Per TMC per year		
3	User License Fee if applicable	Per User per year		

Request for Proposal

4	Site License Fee, if applicable	Per TMC per year		
5	Operating Telephony costs – Inbound	Per Call per year		
6	Operating Telephony costs – Outbound	Per Call per year		

Blank cells of the above table highlighted in green need to be filled in by the Bidder.



Request for Proposal

Annexure10: Format of Bank Guarantee

(To be Stamped in accordance with Stamp act)

Bank Guarantee No:

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Sub: **RFP** No. Implementation and Support for an Interactive Voice Response (IVR) System /07.07.2022

In accordance with your proposal reference no. _____ dated _____ M/s _____ having its registered office at _____ herein after called 'bidder') wish to participate in the said proposal for call center to International Institute of Information Technology Bangalore having its premises at 26/C, Electronics City Phase 1, Hosur Road, Bengaluru, Karnataka – 560 100.

An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rupees__Rupees (inwords)_____ valid up to__is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the proposal document.

having its registered office at _____ has undertaken in pursuance of their offer to International Institute of Information Technology, Bangalore (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said proposal and in terms thereof has approached us and requested us _____ Bank _____ to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit amounting to Rupees _____ valid up to _____.

We, the _____ Bank at _____ having our Head office at _____ therefore, Guarantee and undertake to pay immediately on first written demand by International Institute of Information Technology Bangalore, the amount of Rupees _____

Rupees _____ without any reservation, protest, demur and recourse in case the bidder fails to comply with any condition of the proposal or any default in violation against the terms of the bid, without the beneficiary needing to prove or



Request for Proposal

demonstrate reasons for its such demand. Any such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from (_____) on whose behalf guarantee is issued.

In witness whereof IITB, through its authorized officer has set its hand stamped on this _____ Day of _____ 2016 at _____

Signed, sealed and delivered by Mr.

For and on behalf of the Guarantor to do so and to affix the seal of IITB, in the presence of

Office Seal

(Authorized Signatory)

Place:

Name:

Date:

Designation:

Mobile No: Business Address:



Request for Proposal

Annexure 11: Authorization Letter to Attend - Bid Opening

Date:

To,
E-Health Research centre
International Institute of Information Technology Bangalore
26/C, Electronics City Phase 1,
Hosur Road, Bengaluru,
Karnataka – 560 100

Dear Sir,

Sub: **RFP** No. Implementation and Support for an Interactive Voice Response (IVR) System /07.07.2022

Mr./Ms. has been authorized to be represent the time of opening of above RFP due on..... at..... on my/our behalf.

Yours faithfully

Place:

Date:

Seal and Signature of the Bidder

Copy to: Mr./Ms..... for information and for production before the RFP

Opening Committee at the time of opening of Bids.



Request for Proposal

**Annexure 12: Performa for Performance Bank Guarantee
(To be stamped in accordance with stamp act)**

Reference No: _____

Date:

Bank Guarantee No: _____

To: _____

Against contract vide advance acceptance of the **RFP** No. Implementation and Support for an Interactive Voice Response (IVR) System /07.07.2022 covering supply of_(herein after called the said 'contract')entered into between International Institute of Information Technology Bangalore (herein after called the Purchaser) and _____(herein after called the Vendor) this is to certify that at the request of theVendor, we____(Name of the Bank), are holding in trust in favour of the Purchaser,the amount of Rupees

_____ (write the sum herein words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Vendor of any of the Terms and Conditions of thesaid contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the Terms and Conditions of the said contract and/or in the performance thereof has been committed by the Vendor and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forth with on demand and without demur to the Purchaser.

We _____(Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Vendor i.e. till _____(viz. the date up to 12 months after the date of signing of thecontract between the Vendor and the Purchaser) herein after called the said date and that if any claim accrues or arises against us _____(Name of the Bank) by virtue of this guarantee before the said date, the same shall be force able against us

_____ (Name of the Bank), notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____(Name of the Bank), by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

It is fully understood that this guarantee is effective from the date of the said contract and that we_(Name of the Bank), undertake not to revoke thisguarantee during its currency without the consent in writing of the Purchaser.

We undertake to pay to the Purchaser any money so demanded not withstanding any dispute or disputes raised



Request for Proposal

by the Vendor in any suitor proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Vendor shall have no claim against us for making such payment.

We _____ (Name of the Bank), further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contractor to extend the time of performance by the Vendor from time to time or to postpone for any time from time to time any of the power exercisable by the Purchaser against the said Vendor and to forbear or enforce any of the terms and conditions relating to the said contract and we,

(Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Vendor or for any forbearance by the Purchaser to the said Vendor or for any forbearance and/or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of releasing us from liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor.

Office Seal

(Authorized Signatory)

Place:

Name:

Date:

Designation:

Mobile No:

Business Address:

Annexure 13: Grievance Redressal Policy IIITB

1. INTRODUCTION

The purpose of this policy is to outline the processes the institution uses to manage and respond to Vendor grievances. IIITB believes in the philosophy of an open-door policy in the matter of redressal of vendors' grievances. An aggrieved vendor can address his grievance under this policy.

2. POLICY STATEMENT AND SCOPE

All Vendors must be treated in a fair and transparent way to redressal of grievance. This policy is a broad guideline for the grievance redressal mechanism which shall be modified/updated time to time.

3. OBJECTIVES

The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures as would ensure expeditious settlement of grievances of the vendor leading to increased satisfaction and resulting in improved quality work with the organization.

4. PROCEDURE

Types of Grievance

4.1 Pre-award grievance - Occurs when a Vendor is informed prior to the contract award announcement. Matters related to the under noted subjects will not be considered as grievances under this policy

- a. Tender Specification terms and conditions
- b. Evaluation Criteria
- c. Tender Evaluation process

4.2 Post award grievance- Matters related with the statutory provisions/permission etc. will not be considered as grievances under this policy and all such issues previously communicated to grievance committee shall also not be considered.

5. TIMELINES

- Pre-award grievance - Must be submitted within 3 days from the date of issuance of RFQ/Tender.
- Post-award grievance - Work Order/Purchase Order or actual cause of grievance when arrived.

6. GRIEVANCE RESPONSE TEAM:

The member of the grievance Team shall be:

- A member of EHRC, IIITB

- A member of Finance department of IITB
- A member of the Administrative department of IITB

7. GRIEVANCE RESOLUTION PROCESS

7.1 STAGE - I

A Member of EHRC, IITB will receive and maintain the record of grievance and will forward the member of the concerned department for earlier resolution. The member should resolve the issues within 15 days from receipt of the grievance and intimate to the Grievance response team for onward submission to the vendor.

7.2 STAGE – II

If it is not resolved at the label of Stage-I/vendor is not satisfied with the reply of Stage-I committee, the vendor can raise a grievance to Stage-II committee within 3 days from the date of the communication.

Members of Stage-II Committee:

Chairman	Head, EHRC
Member 1	Dean(R&D)
Member 2	CAO
Member 3	CFO

The committee will examine and resolve the issue within 30 days from date of receipt of communication.

7.3 Appeal

In case the vendor is not satisfied with the resolution of grievance at Stage-II Level, the vendor may appeal to the Director, IITB within 3 days from the date of communication of the committee of stage II decision.

The decision of the Director, IITB will be communicated to the aggrieved vendor within a month of the receipt of his appeal and this decision shall be final and binding on the aggrieved vendor.

Annexure 14: RFP Background and Program Overview

9.14.1 Background

There is no health without mental health. Fifteen percent of the adult population in India have mental health issues requiring intervention and a 70-92% treatment gap exists for different disorders (National Mental Health Survey 2015-16). This translates to about 20-25 crore population with some or the other mental illnesses requiring assistance. Added to this, while there are no clear estimates of psychological distress, it is likely that the number will be twice or thrice those with illnesses. Steps already taken by the Government of India include the formulation of a National Mental Health Policy (2014), the rights' based Mental Healthcare Act (2017), support for 25 centres of excellence, expansion of the District Mental Health Programme to more than 90% of the districts of the country and establishing Digital Academies to exponentially enhance human resources. However, given the enormity of the problem and in the wake of the COVID-19 pandemic effects on mental health, we need an innovative, contemporary strategy that will reach crores of Indians in a timely manner to alleviate their psychological distress, to identify and address common mental health problems, to swiftly identify severe mental illness and suicidality and obtain timely professional help. Mental health being linked to physical health and productivity, such an approach will eventually lead to a healthier, happier, and productive society. There is also a need to align health Programmes to address SDG 3.4.2 (reducing suicide mortality rates), 3.4.1 (mortality due to NCDs- as mental and physical illnesses are interconnected), 3.5.1 (coverage of interventions for substance use disorders), 3.5.2 (alcohol consumption) and 3.8.1 (coverage of essential health services) and reduce health disparities that exist particularly in mental health.

It is in this background the National Tele Mental Health Programme was announced by the hon'ble union finance minister in the budget on 1st February 2022, with NIMHANS as the apex nodal coordinating center and IIIT Bengaluru as the technology partner.

The objectives for this initiative are broadly put as:

1. To exponentially scale up the reach of mental health services to anybody who reaches out, across India, any time, by setting up a 24x7 tele-mental health facility in each of the States and UTs of the country.
2. To implement a fully-fledged mental health service network that, in addition to counselling, provides integrated medical and psychosocial interventions including video consultations with mental health specialists, e-prescriptions, follow-up services and linkages to in-person services
3. To extend services to vulnerable groups of the population and difficult to reach populations.

The basic premise of services planned under this initiative is that (a) majority of users (about 80%) will have mental health concerns/mental distress and not mental illnesses and (b) most of these concerns can be effectively handled by trained non-specialists. Hence, a tier-based system is proposed to be established.

Counselling services would be provided to those with mental health problems and also to their family members and care-givers.

9.14.2 Overview of Tele-MANAS Initiative

Tele-MANAS would function through 24X7 tele-mental health cells (TMCs) in each of the state and Union Territory of India. A single toll-free number will be set-up to be used across the country. There will be a Tele

Request for Proposal

MANAS cell in each of the states/Union Territories. Inside each cell, the arrangement will be as follows:

- The caller will first be attended to by a trained counsellor (who is not a specialist mental health professional).
 - This will be an IVR based audio calling only, with an auto-call back approach.
 - The counsellor will be trained to triage the calls. A robust system will be built in for training, accrediting, and monitoring / mentoring the counsellors / professionals.
- If the issues require specialized help / care, the call will then be escalated to the next level, that will be handled by a mental health professional (clinical psychologist, psychiatric social worker, psychiatric nurse, or a psychiatrist).
 - This level of service will contain both audio as well as video-based options.
 - At this level a decision will also be made about the need for referral to an in-person service.
 - Wherever a medical prescription is required attempts to maintain continuity of care (including same care provider and forward and backward linkages, between the Hub and Spoke will be ensured.
- In case a caller requires urgent in-person intervention / complex evaluations and management, they would be referred to nearest healthcare centre for in-person service.
 - These centres can range from Health and Wellness Centre to Tertiary Care Centres.
 - Once the call is made to Tele-MANAS, care would be taken to close the loop for a particular patient / caller.

In cases where medication prescription is required, strategies for safe delivery using Tele-MANAS linkages with PHCs, HWCs Jan Aushadhi Kendras and Pharmacies will be developed.

Tele MANAS initiative is envisaged to be integrated with DMHP services right from the beginning. In fact, the Tele MANAS would be working as the 'digital arm' of the DMHP. In addition to the dedicated HR housed inside Tele MANAS cells, the DMHP personnel will also provide Tele MANAS services. Finally, it will be integrated with a wide range of service network including both government and private sectors.

Considering the scale of the initiative, the starting of operations across these tele mental health facilities across states and union territories is expected to span over multiple years, starting with initiation of basic operations for select facilities from October 2022 onwards.

9.14.3 Overview of Tele-MANAS ICT Platform

As a part of this initiative, it is proposed to establish high availability and scalable ICT based infrastructure and platform for supporting 24x7 tele-mental health facilities across the States and UTs of the country. The platform shall facilitate doing teleconsultations based on the protocols centrally defined and administered by NIMHANS experts with in-built mechanisms for ensuring privacy and confidentiality of identity of callers, along with appropriate provisions for security of platform and data, high availability, compatibility with Ayushman Bharat Digital Mission framework, integration with the unique health id and the digital healthcare ecosystem. This platform will have a federated enterprise architecture towards facilitating the tele-mental health operations across the hub (NIMHANS) and spokes (Tele-mental Health Cells, "TMCs", across states and union territories).

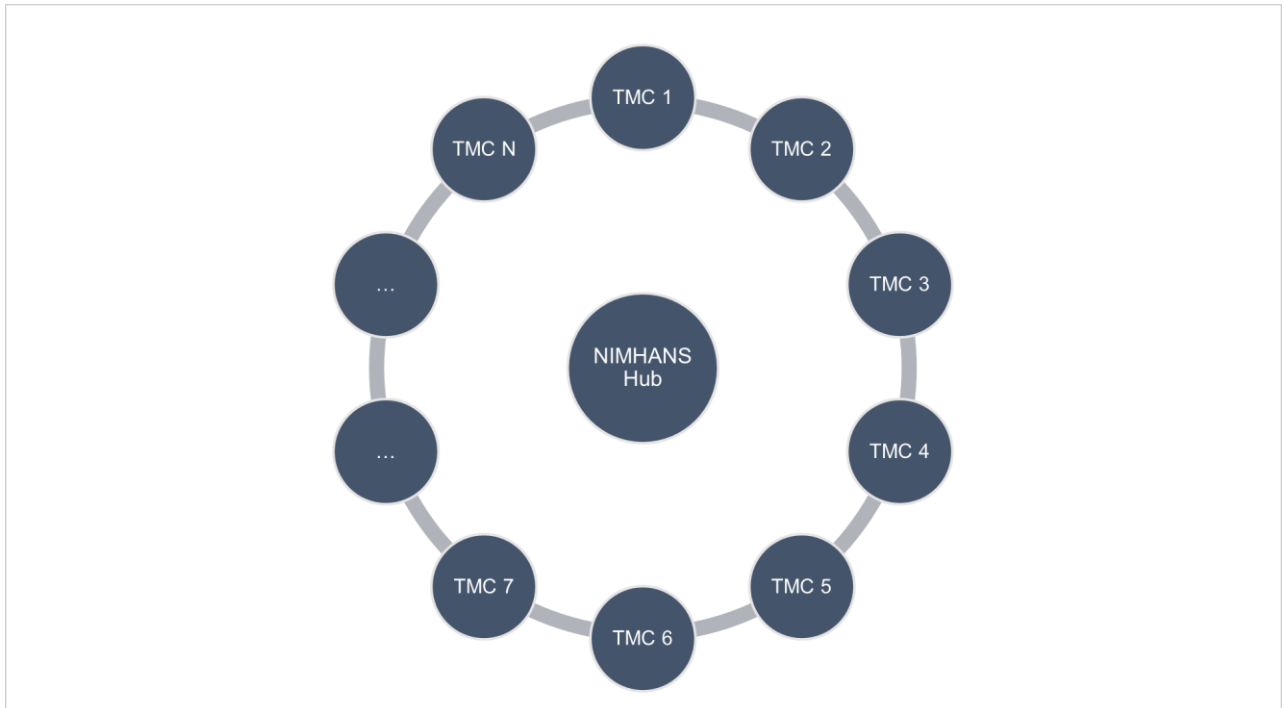


Fig 1: "Hub and spoke" model to be catered to by technology platform

The overall Tele-Manas platform will comprise of the following modules and interfaces towards catering to following high level functional requirements of the initiative:

- a. Enabling Voice-based teleconsultation platform
- b. Enabling Video-based teleconsultation platform
- c. Guiding and facilitating in-person consultations at healthcare facilities
- d. Management of health and non-health data by implementing interfaces with EHR system, Ayushman Bharat Digital Mission (ABDM) framework, E-Sanjeevani platform and other systems and applications in public health ecosystem
- e. Governance and dashboard modules for monitoring, tracking and reporting at program level as well as facility level
- f. Interfaces for any digital systems to be used for training and enablement of tele-consultants across facilities

Request for Proposal

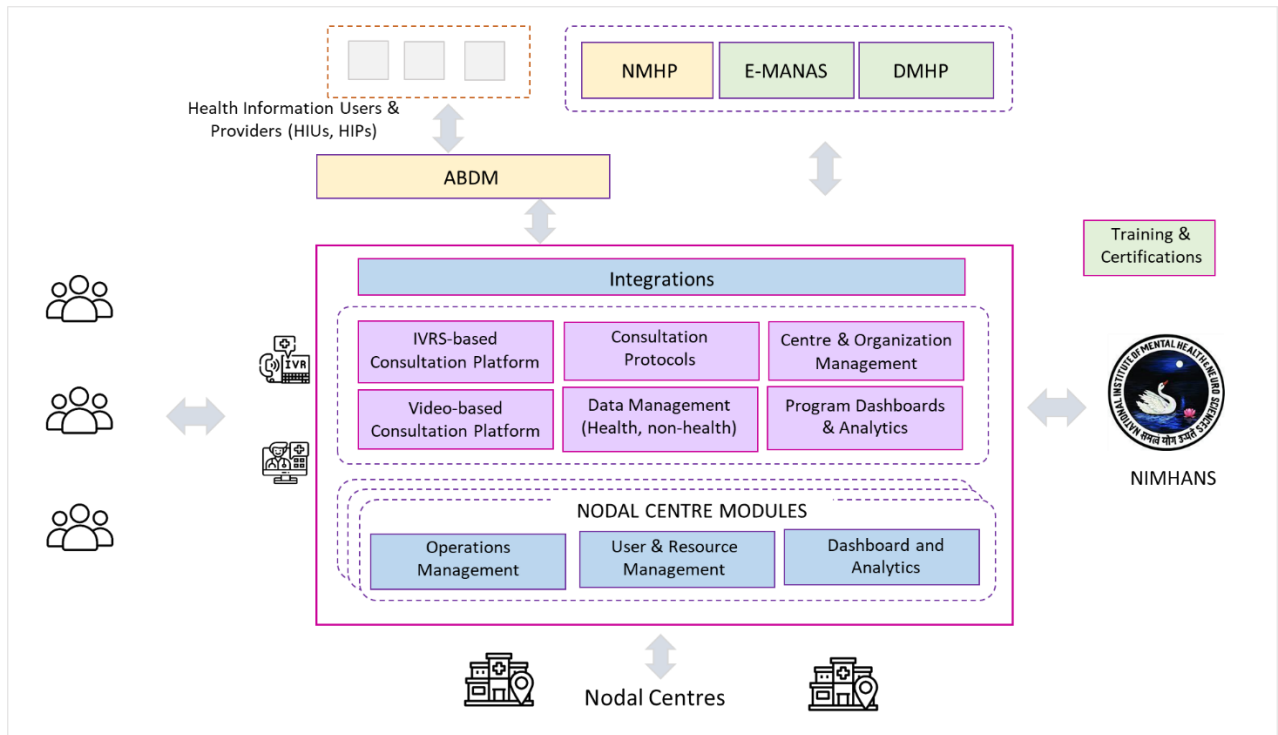


Fig 2: Functional overview of Tele-Manas platform

9.14.4 Overview of Voice-based Tele-mental Health Services

The high-level objectives for the voice-based teleconsultation services to be established as a part of Tele-MANAS initiative are:

1. To develop a 24/7 voice-based tele-mental health helpline across states and union territories to provide tele-mental health assistance to callers by trained counsellors and designated mental health professionals
2. To network these helplines to ensure a continuum of care for persons with mental illnesses, suicidality, or other mental health emergencies for referral to COE's/medical colleges/district mental health programs/specialized services
3. To facilitate interfacing with other consultation mechanisms like video consultations (through e-Sanjeevani) or in-person consultations
4. To maintain longitudinal health records of patients while delivering healthcare services to them through Omni-channel teleconsultation platforms as well as in in-person mode
5. To align with digital health initiatives of MOHFW, NHM and other government agencies including Ayushman Bharat Digital Mission and E-Sanjeevani
6. To ensure high levels of data privacy and security, and compliance with the Mental Healthcare Act 2017

9.14.5 IVR Platform - Call Routing Flows

High-level flow for voice-based consultations is depicted in the figure below. For provisioning these voice-based consultations an IVRS solution is to be set up for routing incoming calls at the national helpline number to appropriate tele-counselors of Tele-Mental Health Cells (TMCs) across states and UTs.

Request for Proposal

- A single national helpline number will be set up for Tele-mental health services
- Call will be routed to the IVRS platform of Tele-MANAS, which is to be implemented by the selected bidder of the RFP
- Based on the geo-location of the call or the issuing region of the SIM card (for calls from mobile phones), a limited set of language options (top 4 to 6 relevant languages for that state/UT) will be offered to caller to choose from
- Based on the geo-location of the call or the issuing region of the SIM card (for calls from mobile phones), the IVR platform will route the call to the appropriate tele-mental cell (across states and union-territories) to an available tele-counsellor with the required language skills
- For repeat callers from the same phone number the IVRS at the state facility routes the call to the same-as-earlier counsellor based on history of the caller, while also giving the option to user to switch to a different counsellor due to non-availability of that particular counsellor or based on caller's preference
- Based on the caller number (or other identifier), the counsellor attending the call will be presented with information about previous calls
- Based on ABHA Id (if provided by caller) the patient demographic fields will be pulled leveraging ABDM framework and displayed to the counsellor

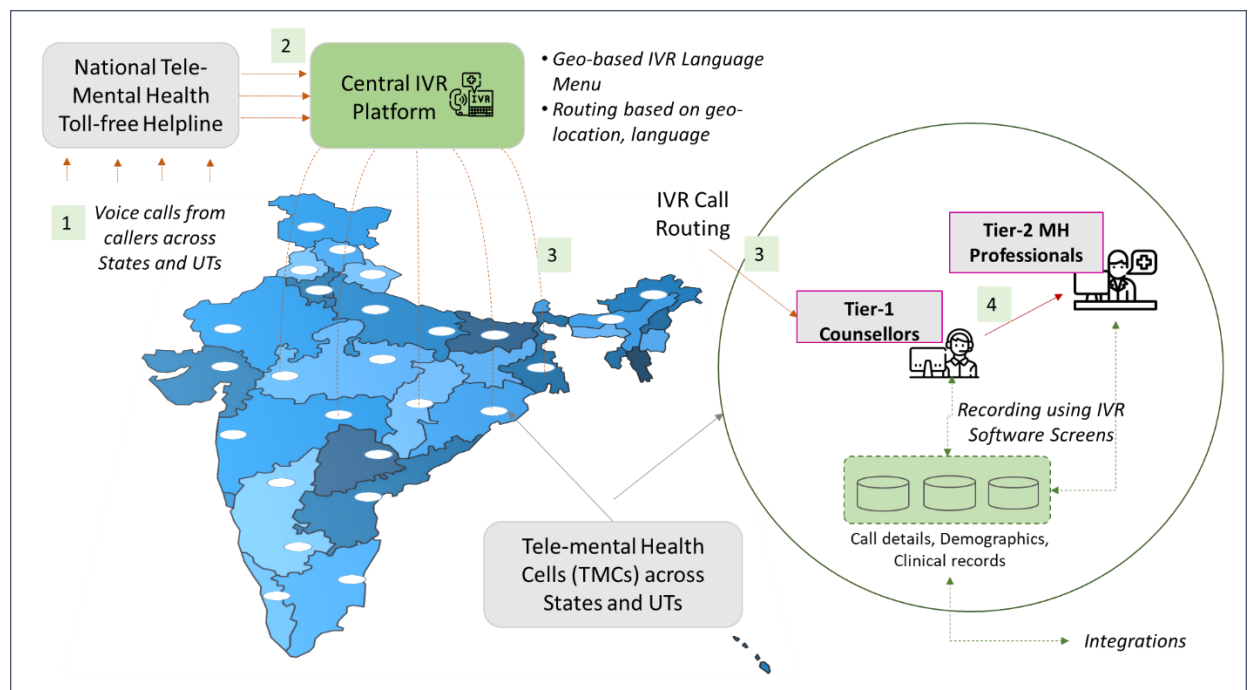


Fig 3: High Level Call Routing Flow across Tele Mental Health Cells

Subsequent to the start of voice-based tele-consultations from the TMCs, each of the TMCs will be further enabled to facilitate video-based tele-consultations (using E-Sanjeevani, any other platforms) and in-person consultations. Suitable interfaces and integrations will need to be defined to provide integrated omni-channel services to the callers covering voice-based, video-based and in-person consultations.

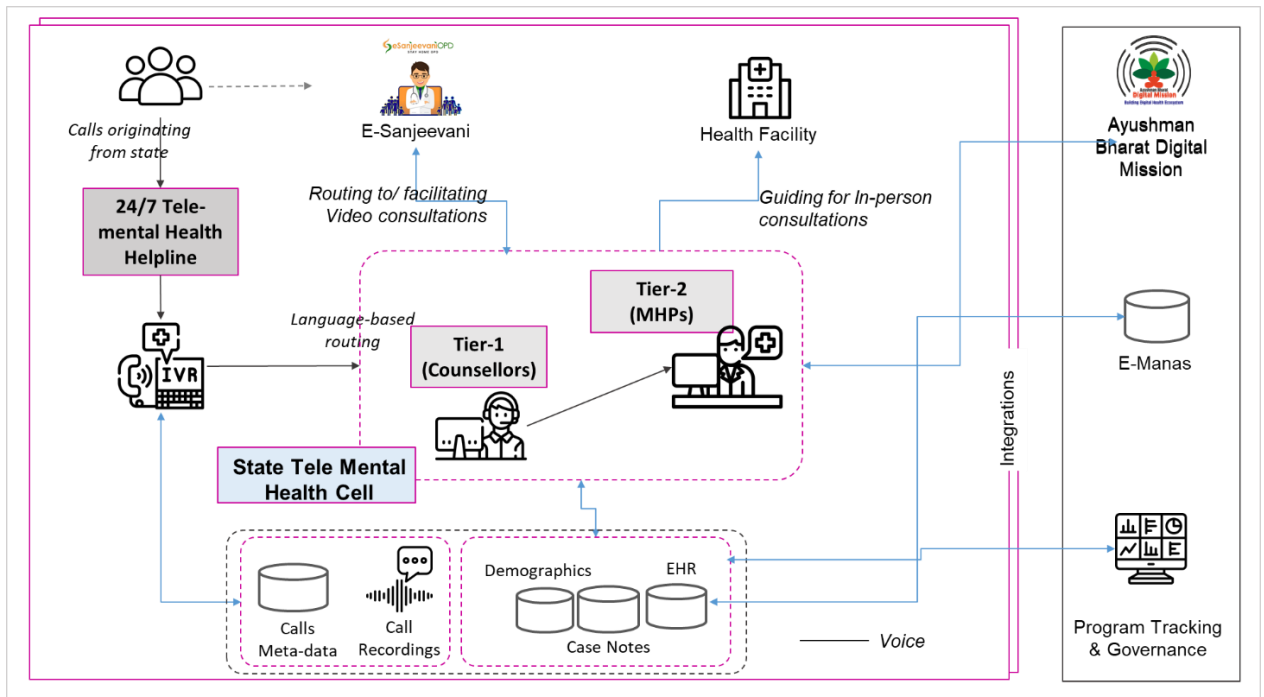


Fig 4: Call Routing Flow in a Tele Mental Health Cell

i. Providing voice-based consultations:

The T1 counsellors should be able to perform the following actions using the IVR platform:

- a. Record caller details, demographics and case notes using IVR software
- b. Escalate the call to a mental health professional (MHP) at next level (tier), using the IVR system along with caller details, demographics and the case notes
- c. Have a voice-based conference call with the caller along with the next level MHP
- d. Schedule a follow-up call to the caller by the counsellor himself/herself
- e. Schedule a follow-up call to the caller by the next level MHP
- f. Schedule a follow up voice-based conference call with the caller along with next level MHP
- g. Suggest the caller to call at scheduled time based on availability of next level MHP
- h. For all scheduling actions, optionally send SMS to caller with details of scheduled action
- i. Ability to transfer the call to another TMC, or to other professionals who are registered in the system
- j. During the call, get verbal consent from the caller for recording personal information, and record that consent has been obtained

The above provisions should also be available for T2 MHPs for appropriate usage on a need basis.

ii. Facilitating video-consultations:

The T1 counsellors should be able to perform the following actions using the IVR platform:

- a. Suggest the caller to schedule a video-consultation through e-Sanjeevani while sharing details about the e-Sanjeevani mobile app, process etc. over SMS to the caller
- b. Schedule a video-consultation of caller with T2 MHP
- c. Ask caller to go to nearby Health and Wellness Centers (HWCs) for a video-consultation facilitated by ANM/MO/any other healthcare professionals

The above provisions should also be available for T2 MHPs for appropriate usage on a need basis.

iii. Facilitating In-person Consultations:

Towards facilitating in-person consultations for the callers, the T1 counsellors or T2 MHPs should be able to:

1. Suggest callers to physically visit appropriate and nearby mental healthcare facilities, while also sharing the address, timings and other details of facility verbally and/or over SMS
2. Book an appointment at the facility and share appointment details with the caller

Besides the above outlined basic flow, the IVR platform is also expected to offer various other features and provisions towards facilitating a high level of usability and user-experience for the tele-counsellors and towards delivering quality services and experience for the callers of the helpline.

- i. Allow call waiting, and play back recorded message in appropriate language
- ii. Since some states could have more than 1 TMC, incoming calls are to be routed to an appropriate TMC in that state based on defined rules, preferably based on the district of origin of the call or load of the TMCs

Towards provisioning the above flow and the integrations, a readily available IVR system is to be selected, based on available features, scalability, configurability of call routing, ability to support add/view of case notes, and support for integration into the Tele-Manas platform. This platform should be easily customizable and offer easy-to-use interfaces to meet the integration requirements.

9.14.6 Details about Tele-Mental Health Cells (TMCs)

Tele-Mental Health Cells (TMCs) will be established across States and Union Territories comprising of Tele-Counsellors (Tier-1) and registered Mental Health Professionals (Tier-2). The details of the individual Tele MANAS Cell are indicated below:

- a) Facility and Personnel:** Each TMC is expected to have a 5-10 seat facility, depending upon the population of the State

Roles	Category 1 TMC				Category 2 TMC			
	Shift 1	Shift 2	Night Shift	Total	Shift 1	Shift 2	Night Shift	Total
T1 Counsellors	8	8	4	20	4	4	2	10
T2 MHPs	6				4			
Admins/ Supervisors	1				1			
Data Entry Operators	2				2			
T2 DMHP MHPs	Up to 2 per District in each State							

Depending on skilled-manpower availability variations are expected across states in terms of counts of personnel as well as execution model. In some cases, instead of being co-located the personnel may be distributed across locations.

Additionally, the DMHP personnel will also be involved in handling calls routed by T1 counsellors. However, they are expected to be operating from their respective district headquarters. AV calling facility shall be provisioned at each of the district headquarters for this purpose. From these places, the DMHP team mental health specialists can complement Tele MANAS services

- b) Expected Call volumes at individual TMCs:**

- Approximate duration of calls: 15 - 30 minutes

Request for Proposal

- Goal at person level: 30-50 calls to be handled by each person on a daily basis
- Goal at TMC level: Each TMC is expected to efficiently handle 400-800 calls per day

c) Distribution of TMCs across States and UTs:

Factoring language and socio-cultural issues, it would be ensured that there is at least one Tele-MANAS Tier 1 unit in each State / UT. Below table specifies the list of States/UTs with an indicative count of TMCs expected to be established.

States/ UTs	Population 2022 [^]	No of Units
Andaman & Nicobar	4 Lakh	1*
Andhra Pradesh	5.3 Crore	2
Arunachal Pradesh	15.48 Lakh	1*
Assam	3.54 Crore	1
Bihar	12.49 Crore	3
Chandigarh	12.77 Lakh	1*
Chhattisgarh	2.98 Crore	1
Dadra & Nagar Haveli and Daman & Diu	10.77 Lakh	1*
Delhi	2.10 Crore	1
Goa	15.67 Lakh	1*
Gujarat	7 Crores	2
Haryana	2.98 Crore	1
Himachal Pradesh	74 Lakh	1
Jammu & Kashmir	1.35 Crore	1
Jharkhand	3.9 Crore	1
Karnataka	6.72 Crore	2
Kerala	3.56 Crore	1
Ladakh	2.97 Lakh	1*
Lakshadweep	68,000	1*
Madhya Pradesh	8.55 Crores	2
Maharashtra	12.54 Crore	3
Manipur	31.94 Lakh	1
Meghalaya	33.18 Lakh	1
Mizoram	12.27 Lakh	1*
Nagaland	22.13 Lakh	1
Odisha	4.6 Crore	2
Puducherry	16.08 Lakh	1*
Punjab	3.05 Crore	1
Rajasthan	8 Crore	2
Sikkim	6.83 Lakh	1*
Tamil Nadu	7.66 Crore	2
Telangana	3.79 Crore	1
Tripura	41 Lakh	1
Uttar Pradesh	23.32 Crore	4
Uttarakhand	1.15 Crore	1
West Bengal	9.86 Crore	2
Total		51



Request for Proposal

^Population figures are as per the MoHFW population projections based on Census 2011

**States/ UTs with population less than 20 lakhs will have a smaller cell comprising of half of the strength of Consultants, Counselors, DEOs and Attendants.*

-----X-----